

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
INFORMATION AND COMMUNICATION SERVICES DIVISION**

February 25, 1999

TO: Mr. Raymond H. Sato
Comptroller

FROM: Lester M. Nakamura
Administrator

SUBJECT: Request Approval to Use Competitive Sealed Proposals to Procure the Bureau of
Conveyances Integrated System

The Information and Communication Services Division (ICSD) requests your approval to use competitive sealed proposals to procure services to develop and implement a replacement land court and regular automated tracking system, because competitive sealed bidding is neither practicable nor advantageous to the State.

The State desires a vendor to design, develop and implement a system to enhance the current Land Court and Regular automated tracking systems operated by the Bureau of Conveyances, Department of Land and Natural Resources. Because of the complex requirements of this integrated system, competitive sealed bidding is not practicable or advantageous. Several factors were considered in making this determination:

1. Price is not the determining factor of the award;
2. Oral or written discussions may need to be conducted with offerors concerning technical and price aspects of their proposals;
3. Offerors may need to be afforded the opportunity to revise their proposals; and
4. Award may need to be based upon a comparative evaluation as stated in the request for proposals of differing price, quality, and contractual factors in order to determine the most advantageous offering to the State.

Based on the above, your approval to use competitive sealed proposals is requested. If you have any questions on this matter, please call me at 6-1920.

This documentation will be made a part of the contract file.

301127

APPROVED/DISAPPROVED:

Raymond H. Sato
Comptroller

Date: _____

301128

February 26, 1999

TO: Mr. Carl Watanabe, Acting Registrar
Bureau of Conveyances
Department of Land and Natural Resources

Ms. Susan Okamoto, Assistant Registrar
Bureau of Conveyances
Department of Land and Natural Resources

Ms. Kinau Alber, Indexing Supervisor
Bureau of Conveyances
Department of Land and Natural Resources

Ms. Lila Loose, Data Processing Coordinator
Department of Land and Natural Resources

Ms. Barbara Tom, Planning and Project Management Officer
Information and Communication Services Division

Mr. Wayne Sasaki, Systems Services Branch Chief
Information and Communication Services Division

FROM: Lester M. Nakamura, Administrator
Information and Communication Services Division

SUBJECT: RFP No. ICS-FY-99-52 Evaluation Committee

In accordance with Section 3-122-52, Hawaii Administrative Rules, I am appointing you to serve on the evaluation committee to review and evaluate proposals submitted in response to RFP No. ICS-FY-99-52, Services to Develop and Implement a Replacement Land Court and Regular Automated Tracking System.

Thank you for your participation in this effort.

301129

INFORMATION AND COMMUNICATION SERVICES DIVISION

FACSIMILE TRANSMISSION NOTE

DATE:

TIME:

PAGES:

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(INCLUDING THIS PAGE)

FACSIMILE TO:

Teresa Oyama/Margie Memminger
Fax: 525-7449

FACSIMILE FROM:

State of Hawaii – Department of Accounting and General Services
Information and Communication Services Division
Barbara Tom
Ph: 586-1920
Fax: 586-1922

COMMENTS

LEGAL AD:

Please publish the attached legal ad in the Honolulu Star Bulletin on date.

PO#:

TRANSMITTED FROM: XEROX 7021
FACSIMILE PHONE NUMBER: (808) 586-1922
TO VERIFY RECEIPT OR PROBLEM, CALL: (808) 586-1920

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RFP ICS-FY-99-022

**Request for Proposals
For
SERVICES TO DEVELOP AND IMPLEMENT A
REPLACEMENT LAND COURT AND REGULAR
AUTOMATED TRACKING SYSTEM
FOR THE STATE OF HAWAII**

**SPECIFICATIONS
AND
APPENDICES**

Questions relating to this proposal solicitation shall be directed to:
Barbara Tom, telephone (808) 586-1920,
in the
Information and Communication Services Division,
Department of Accounting and General Services,
1151 Punchbowl Street, Room B10,
Honolulu, Hawaii 96813.

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NOTICE TO OFFERORS

Request for Proposals (ICS-FY-99-22) TO REPLACE THE LAND COURT SYSTEM AND REGULAR AUTOMATED TRACKING SYSTEM FOR THE DEPARTMENT OF LAND AND NATURAL RESOURCES, BUREAU OF CONVEYANCES are available from and will be received at the Department of Accounting and General Services, Information & Communication Service Division, 1151 Punchbowl St., Rm. B-10, Honolulu. Sealed Proposals must be submitted no later than 10:00 a.m., October 16, 1998.

Prospective Offerors are required to sign an agreement of non-disclosure for proprietary material which is necessary for the development of the proposal as documented in the Non-Disclosure Requirements section of the specifications.

For further information, please call (808) 586-1920 - 8:00 a.m. to 4:30 p.m., HST.

~~Barbara Tom, Planning and Project Management Officer~~ Lester
Information and Communication Services
Department of Accounting and General Services
State of Hawaii

(Honolulu Star Bulletin: September 16, 1998)

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1 INTRODUCTION

1.1 REQUEST FOR PROPOSALS OVERVIEW

This Request for Proposals (RFP) is organized into three sections with supporting appendices:

SECTION 1 INTRODUCTION -- Provides Offerors with general information on the organization and purpose of this RFP, background information on the State's computer system, the State's systems development methodology, and the review of proposals.

SECTION 2 PROPOSAL PREPARATION -- Provides Offerors with a description of the State's procurement procedure, immediate considerations that the Offeror needs to be aware of in order to prepare a response to this RFP. This also includes procurement and agency offices, contact persons, significant dates, prescribed contents and format to be used when submitting the proposal with packaging requirements, and how proposals will be evaluated for compliance.

SECTION 3 SCOPE OF SERVICES -- Provides a description of the project approach, objectives, scope of work, specifications, deliverables, acceptance, and other specifics relating to the terms and conditions under which the work will be performed.

1.2 BACKGROUND INFORMATION

The Bureau of Conveyances (BOC) has long been the central location for any and all legal transactions concerning real property that are to become public record. This responsibility has led to many advances in the way that documents are received from the public, put on record and eventually returned or otherwise made available both to the person or entity filing the documents and the public at large. Technology has, however, been a sometimes difficult partner. Processes that were at one time simple and straightforward have become cumbersome and error-prone. Important factors that have contributed to the growing difficulty and potential confusion include a dramatic increase in land transactions, new laws that require or allow more and different types of documents to be filed, and finally the ever-aggressive technological advances made world-wide.

Possibly not since the Great Mahele of 1848 has the need for a highly organized and accessible collection of information been so great. With the growing need for an established system of data collection and storage has come an even greater public demand for the dissemination of that information. We are fully submersed in the "information age" and are now bound to use available advances in technology in ways that heretofore have not been possible or even thinkable.

Using the latest advancements in imaging technology to collect, record and make accessible documented information falls under the responsibility of the Bureau of Conveyances, including indices and maps pertaining to the same. The Bureau must also collect the conveyance tax and any other fee assessed by the State of Hawaii. While stated simply, these operations are made complex by the extremely small margin for error. Using computers and their associated electronic devices to lessen the chance for error allows greater flexibility in the time and personnel required to do the job efficiently.

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1.3 PURPOSE OF THIS REQUEST FOR PROPOSALS#

This RFP solicits Vendors who propose to design, develop and implement a system to enhance the current Land Court and Regular automated tracking systems operated by the Bureau of Conveyances, Department of Land and Natural Resources (BOC). The Vendor, in accordance with the requirements of this RFP, will be responsible for all aspects of system development and implementation. At project completion, the Vendor shall turn over to BOC a "turn-key" or fully functioning and efficiently operating system. The enhanced applications, Bureau of Conveyances Integrated System (BCIS), must also integrate the specific requirements of the BOC that include:

- #Retain all of the current functions and facilities provided by the Land Court and Regular systems.
- #Retain the current ability to permit remote access by current LCATS subscribers.
- Retain the current look and feel of LCATS to minimize the operational impact of BCIS on the BOC.
- Integrate the BCIS into BOC operation without disruption to staff and customers, maintain zero data loss or reentry and minimize the complexity of data conversion to insure data migration accuracy.
- Permit access from any neighbor island.
- Enable the BOC to electronically store and retrieve images of documents recorded and provide for the option to extend retrieval of these images from any neighbor island at a later date.
- Convert microfilmed images of documents to a format and media compatible with the new BCIS.

The services and software, as well as the recommended hardware specifications, solicited will include the following, which are referred to as:

The Master Plan

- Evaluation of the existing BOC environment and the new system contemplated and make recommendations.
- #Providing software and hardware for end users as needed; servers and communications equipment that will allow BOC and ICSD to effectively and efficiently replace the existing systems as an integrated solution for enhanced automation of the BOC. This shall include the implementation of all hardware and software necessary to provide for the requirements of the BOC.
- Developing a comprehensive and detailed work-plan including procedures for the State's Central Computing Site, BOC and all other involved personnel.
- #Developing a detailed test plan for the BCIS with the State. Hereafter, this will be called the Acceptance Test for the BCIS. See Section 3.20, ACCEPTANCE PROCEDURE. The Contractor, in conjunction with the Project Manager, will evaluate the execution and performance of the Acceptance Test of the BCIS. The Acceptance Test will certify that the BCIS meets the needs of the BOC.

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- Training selected staff as required by the State.
- Monitoring the implementation of this Master Plan.

1.4 STRUCTURE OF THIS REQUEST FOR PROPOSAL#

This RFP requires Offerors present proposals based on the specific tasks identified in this RFP. Each task has its own specific technical and ancillary requirements that are identified in Section 3 of this RFP. These tasks have been grouped in two Parts.

#Pricing for each task will be evaluated and awarded by Part, see Section 2.9.4.7, Price, for further information. Award of each Part will be made to the Offeror providing the most advantages proposal to the State. Offerors may submit proposals for both parts or only one part.

#Upon execution of a contract, the Contractor shall complete each task in the Part he is awarded upon official notice by the State. Prices for each task shall remain valid for a period of time agreed upon by the Contractor and the State.

Each Offeror must acknowledge their understanding of this paragraph by placing a "YES" on the appropriate line entry in the Technical Point Response for this RFP, see Appendix A form ICSD A-154.

1.5 METHODOLOGY FOR DEVELOPING THE PROJECT

The State's Executive Branch standard methodology for systems development is SDM/Structured. Development of all tasks encompassed by this RFP must follow the State's Executive Branch standard, SDM/Structured. However, the Offeror may utilize its own standard or proprietary methodology by obtaining authorization from ICSD in writing, see Section 2.6, AUTHORIZATION TO USE ANOTHER METHODOLOGY prior to the Proposal Due Date stated in Section 2.3, SIGNIFICANT DATES.

1.6 PROPOSAL REVIEW COMMITTEE

The ICSD has appointed a Proposal Review Committee (PRC) which will manage this procurement process, review and evaluate the proposals, and make recommendations to the Department's Procurement Officer regarding the selection of the Contractor. The PRC will be comprised of technical and administrative representatives of ICSD and BOC. The PRC will have the full authority, within established legal limits, to make decisions on behalf of the State during the RFP process.

When a Contractor is selected and a contract signed, the functions of the PRC will terminate and the PRC will disband. The Project Manager will monitor the work and interact with the Contractor.

1.7 WITHDRAWAL OF PROPOSALS

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Any Offeror is allowed to withdraw its proposal, either personally or by written request, at any time before opening of the proposals, provided that such notification is received by the Contact Person (see Section 2.4, PROCUREMENT OFFICER AND CONTACT PERSON) before the date of the opening of proposals. Any of the top Priority Listed Offerors may withdraw its proposal, either personally or in writing, at any time before opening of the Best & Final Offer. Negligence on

1 INTRODUCTION

the part of the Offeror in preparing its proposal confers no right of withdrawal or modification of the proposal after such proposal has been opened.

1.8 COST OF PROPOSAL PREPARATION

Costs for developing the Proposal are solely the responsibility of the Offeror, whether or not any award results from this solicitation. The State of Hawaii will not reimburse such costs.

1.9 DISPOSITION OF PROPOSALS

All proposals become the property of the State of Hawaii. The successful Proposal will be incorporated in the resulting contract by reference. The unsuccessful Proposals become a part of the contract file.

1.10 EXECUTION OF CONTRACT

The successful Offeror will be required to enter into a formal written contract with the State in accordance with the laws, rules and regulations of the State of Hawaii. A sample contract form is included as Appendix D, SAMPLE CONTRACT FROM.

The State does not encourage, and will not in any way be bound by, work performed on behalf of the State without approval by the State. The successful Offeror shall be required to follow the approved schedule at all times. Any scheduled work performed by the contractor prior to approval by the procurement officer to proceed is done at the contractor's own risk. See Appendix A, FORMS AND LETTERS, for a sample of the form letter, Notice to Proceed.

The successful Offeror will also be required to execute a "Letter of Non-Disclosure" if they utilize the SDM/Structured manuals. See Appendix F, LETTER OF NON-DISCLOSURE for the sample non-disclosure letter.

Offerors warrant and represent that they have read and are familiar with the contractual requirements set forth in this RFP and any appendices and addenda, the provisions of which are expressly incorporated into this RFP by reference as though fully set forth at length herein.

1.11 USE OF FACSIMILES

Copies of documents transmitted by Offerors via facsimile machines shall be limited to the notice of intention to offer and modifications or withdrawal of an offer pursuant to sections 3-122-108 H.A.R. and 3-122-28 H.A.R., respectively.

1.12 APPROVALS

Any agreement arising out of this offer is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order, or other directive.

1.13 NON-DISCLOSURE

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The State is contractually obligated to protect the proprietary nature of SDM/Structured. Offerors may schedule to view the SDM/Structured documentation. However, the State is not allowed to photocopy or distribute such

1 INTRODUCTION

documentation without an Offeror signing a letter of non-disclosure. See Appendix F, LETTER OF NON-DISCLOSURE. When a person who is legally authorized to bind the Offeror picks up the RFP specifications, the person who is picking them up may also sign a letter of non-disclosure. Doing so allows the State to distribute the proprietary information contained in the following three outline documents: SDM.001, STATE SYSTEMS DEVELOPMENT LIFE CYCLES; SDM.002, SDM/STRUCTURED TASK LISTS AND WORK-PLANNING CHECKLISTS; and SDM.003, SDM/STRUCTURED DOCUMENTATION & WORK-PLANNING CHECKLISTS. To arrange to view an original copy of SDM/Structured manuals, Offerors may call the Procurement Officer (see Section 2.4, PROCUREMENT OFFICER AND CONTACT PERSON).

Offerors who either have had a messenger pick up the specifications or who have downloaded the specifications from the State's web site at www.hawaii.gov, must execute a letter of non-disclosure in order to be issued the SDM/STRUCTURED documentation outlines. Offerors may use Appendix F, LETTER OF NON-DISCLOSURE, to create their letter of non-disclosure and fax or mail it to the Contact Person (see Section 2.4, PROCUREMENT OFFICER AND CONTACT PERSON). The SDM/Structured documentation outlines will be sent via fax or mailed depending upon how the request was made by the Offeror.

1.14 SITE VISITS

The State is agreeable to providing site visits upon request by prospective offerors. Such site visits shall be at the convenience of the State and shall be arranged with the contact person (see Section 2.4, PROCUREMENT OFFICER AND CONTACT PERSON).

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2 PROPOSAL PREPARATION

2.1 REQUEST FOR PROPOSALS OVERVIEW

This section describes this RFP's procurement process. The process is authorized by and closely follows the process established in Subchapters 5 and 6 of Chapter 3-122, Hawaii Administrative Rules (H.A.R.) implementing Chapter 103D Hawaii Revised Statutes (HRS). All Offerors are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any Offeror shall constitute admission of such knowledge on the part of such Offeror.

The procurement process begins with the issuance of the RFP, the formal response to any written questions or inquiries regarding the RFP, and the submittal of intents to propose. Changes to the RFP will be made on a replacement page basis with modifications or alterations identified by change identifiers (e.g., numbers or letters) along with the revision date. **Offerors who plan to use a methodology other than the State's SDM/Structured, must submit a written request.**

The next major phase involves the preparation and submittal of the Proposal. Each Offeror may submit only one (1) proposal. Alternate proposals will not be accepted. The Proposal must be submitted in a sealed envelope. Each Proposal will be reviewed to determine whether it is in compliance with the RFP's requirements as to form and content. Those Offerors who fail to meet the Compliance Review (see Appendix E, PROPOSAL COMPLIANCE REVIEW) will be (1) mailed a Notice of Compliance Disqualification, certified return receipt on the date specified in Section 2.3, SIGNIFICANT DATES, and (2) disqualified from further consideration for this project.

The Procurement Officer reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and the scope of work. Any proposal offering any other set of terms and conditions, or terms or conditions contradictory to those included in this RFP, may be disqualified without further notice.

An Offeror will be disqualified and the proposal automatically rejected for any one or more of the following reasons:

- There is evidence of collusion among Offerors, in which case all proposals and Offerors involved in the collusive action will be rejected.
- The Offeror has shown a lack of responsibility and cooperation as demonstrated by past work.
- The proposal shows any noncompliance with applicable law.
- The proposal is conditional, incomplete, or irregular in such a way as to make it incomplete, indefinite, or ambiguous as to its meaning.
- The proposal has any provision reserving the right to accept or reject award, or to enter into an agreement pursuant to an award, or has provisions contrary to those required in the solicitation.
- The proposal is delivered after the deadline specified in the timetable.

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2 PROPOSAL PREPARATION

Those Proposals that satisfy the criteria in Section 2.14, PROPOSAL COMPLIANCE REVIEW, shall be classified as "acceptable" and substantively reviewed by the PRC. If there are more than five "acceptable" Offerors, then the PRC shall rank order all the Proposals by issuing preliminary scores for each Proposal. A priority list of all Offerors shall be established. The three (3) Offerors who received the highest preliminary scores will be the Top Three Priority Listed Offerors. The Top Three Priority Listed Offerors may be invited to discuss their proposals with the PRC. The PRC reserves the right to expand the discussion list if it is determined that expanding the list are in the best interest of the State. The PRC will notify the Top Three Priority Listed Offerors in writing if the list is to be expanded.

Following any discussions, the top three (3) Priority Listed Offerors will be invited to submit their Best and Final Offer. The PRC reserves the right to have additional rounds of discussions with the top three (3) Priority Listed Offerors prior to the submission of the Best and Final Offer, should that prove necessary.

After receipt and review of the Best and Final Offers, the PRC will make its recommendation to the Procurement Officer. The Procurement Officer will award the contract to the Offeror whose proposal is determined to be the most advantageous to the State taking into consideration price and the evaluation factors set in Section 2.15, SUBSTANTIVE EVALUATION.

The PRC and the Department reserve the right to determine what is in the best interests of the State for purposes of reviewing proposals submitted in response to this RFP. The PRC will conduct a comprehensive, fair and impartial evaluation of proposals received in response to this procurement effort. The Department also reserves the right to cancel this solicitation or reject offers in whole or in part when it is in the best interest of the purchasing agency as provided in Subchapter 11 of Chapter 3-122, H.A.R.

The State will combine the RFP and all addenda, and the Proposal into a single document that will become a part of the contract.

2.2 PROPOSAL DUE DATE

The Proposals are due at the Procurement Officer's address no later than the date and time specified for Proposal Due in Section 2.3, SIGNIFICANT DATES.

Proposals must be delivered by that date and time to the Contact Person specified in Section 2.4, PROCUREMENT OFFICER AND CONTACT PERSON. Proposals received earlier will be held unopened. Late Proposals will be rejected unopened.

Proposals that do not comply with the requirements shall not be considered and shall be returned to the Offeror with a letter explaining the reasons for its return. The official time shall be that recorded on the Contact Person's time stamp clock. These conditions apply regardless of whether a Proposal is mailed or hand-delivered.

2.3 SIGNIFICANT DATES

All time is shown as Hawaiian Standard Time, (HST)

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Advertisement of RFP and Proposal Pick-up

September 16, 1998

2 PROPOSAL PREPARATION

Deadline for Written Inquiries; 10:00 a.m.	September 28, 1998
Deadline for Letter of Intent; 10:00 a.m.	September 30, 1998
Deadline for Request to Utilize Another Methodology	September 30, 1998
Response to Offerors' Written Inquiries	October 9, 1998
Proposal Due; 10:00 a.m.	October 23, 1998
Compliance Review for Proposals	October 23 to October 27, 1998
Notices of Compliance Qualification or Disqualification Mailed	October 28, 1998
Selection of Top Three (3) Priority Listed Offerors	November 13, 1998
Discussions (if any) with Top (3) Three Priority Listed Offerors	November 16 to November 25, 1998
Best and Final Offer Due; 10:00 a.m.	December 10 1998
Contractor Selection	December 18, 1998
Estimated Date of Contract Issuance	December 28, 1998
Estimated Start Date	January 4, 1999
Work Plan Presentation	January 25 1999
Final Work Plan Submission	January 29, 1998
Estimated Completion Date all Phases	October 4, 1999
Estimated Completion: Post Implementation Support	December 31, 2004

2.4 PROCUREMENT OFFICER AND CONTACT PERSON

This RFP is issued by the Department of Accounting and General Services.

The Purchasing Officer for this RFP will be the Contract Administrator responsible for overseeing the agreement, including monitoring and assessing contractor performance.

The Procurement Officer for the agreement is:

Barbara Tom, Data Processing Systems Manager
Information and Communication Services Division
Department of Accounting and General Services
1151 Punchbowl Street, Rm. B10
Honolulu, Hawaii 96813

Telephone (808) 586-1920 FAX (808) 586-1922

The Technical Contact's name, mailing address, and phone numbers are:

Wayne T. Sasaki, Chief

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Systems Services Branch

- or -

Barbara Tom, Data Processing Systems Manager
Planning and Project Management Office
Information and Communication Services Division
Department of Accounting and General Services
1151 Punchbowl Street, Rm. B20 or B10 (Barbara Tom)
Honolulu, Hawaii 96813

Wayne Sasaki Telephone (808) 586-1940 FAX (808) 586-2337
Barbara Tom Telephone (808) 586-1920 FAX (808) 586-1922

The Contact Person's name, mailing address, and phone numbers are:

Carl Watanabe, Deputy Registrar
Bureau of Conveyances
Department of Land and Natural Resources
1151 Punchbowl Street, Rm. 122
Honolulu, Hawaii 96813

Telephone (808) 587-0120 FAX (808) 587-0136

2.5 INTENTION TO PROPOSE

All Offerors are required to submit a Letter of Intent to the Procurement Officer by the date and time specified in Section 2.3, SIGNIFICANT DATES. See Appendix A, LETTER OF INTENT, for the suggested format. If a Letter of Intent is not received, a vendor will NOT be considered a prospective Offeror. Letters of Intent may be submitted via facsimile machine, mailed, or delivered in person. Updates to the RFP and responses to written inquiries will be in writing and will be mailed to all prospective Offerors who have submitted a Letter of Intent. Submitting a Letter of Intent does not bind the prospective Offeror to submit a Proposal nor does non-submittal of a Letter of Intent prevent any prospective Offeror from submitting a proposal. The Letter of Intent is a vehicle used by the State to identify prospective offerors for distribution of RFP information and for planning the work and schedules for proposal reviews by the PRC.

2.6 AUTHORIZATION TO UTILIZE ANOTHER METHODOLOGY

If Offeror plans to use a methodology other than AGS Management Systems, Inc. SDM/Structured, a written request must be sent to Procurement Officer by the deadline in Section 2.3, SIGNIFICANT DATES.

Authorization will be granted if the proposed methodology can be shown to contain complete instructions and guidelines for developing information systems under a phased deliverable approach such as described by SDM/Structured or as compressed by common information engineering methods to Planning, Analysis, Design, Construction, and Audit phases. The proposed methodology will define tasks, activities and deliverables with clear guidelines and quality controls for each to assure that all relevant issues, problems, functions, data, processing, and control objectives are met by the deliverable system and its documentation.

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The proposed methodology shall be requested for review and authorization for its use in completion of work in response to this RFP by letter addressed to the Procurement Officer.

The proposed methodology shall be fully described and a cross-reference of the tasks, activities, and deliverable document contents between the proposed methodology and SDM/Structured shall be provided. A sample work plan, deliverable document Table of Contents, and detail descriptions and guidelines for sample tasks and activities is to be submitted for ICSD review.

The Procurement Officer will complete its review and reply in writing to the requester within ten (10) working days after the request is received.

If Offeror is awarded the contract and does NOT receive authorization to utilize another methodology, then Offeror must comply with the SDM/Structured Methodology.

2.7 WRITTEN INQUIRIES

Written inquiries concerning this RFP shall be submitted to the Procurement Officer at the Procurement Officer's address no later than the date and time specified in Section 2.3, SIGNIFICANT DATES. No Offerors' conference will be held.

Written inquiries must be received, not simply postmarked, by the Procurement Officer by the deadline specified. Written inquiries must state the page, paragraph, and line or sentence to which the question relates.

All written inquiries received by the Deadline for Written Inquiries specified in Section 2.3, SIGNIFICANT DATES, shall receive a written response that will be mailed to each Offeror who has submitted a Letter of Intent. All written responses shall be issued as an addendum to the RFP and become, thereby, part of the RFP.

Oral questions will be allowed and spontaneous answers to these questions will be provided by the State. However, Offerors must understand that responses to the oral questions will not be binding on the State. Offerors are specifically cautioned that verbal discussions, questions, and replies thereto shall not have the effect of changing the provisions of the written RFP. If Offeror wants a formal answer to oral questions, Offeror must submit questions to the Procurement Officer in writing by the Deadline for Written Inquiries in Section 2.3, SIGNIFICANT DATES.

2.8 AVAILABLE DOCUMENTATION

The following documents are on file with the ICSD, Procurement Officer. Prospective Offerors wishing to examine any of these may do so by making arrangements with the Procurement Officer:

- SDM/Structured Reference Manuals
- Statewide Standards Manuals
- Computer and Telecommunications Strategic Plan

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2 PROPOSAL PREPARATION

2.9 PROPOSAL CONTENT

This section prescribes the standard format for a Proposal submitted in response to this RFP. The standard format will make it easier for the PRC to review, compare, and evaluate Proposals, and to check to see that the minimum requirements are met by each proposal. The format is not an attempt to limit the content of a proposal in any way. The Offeror may include any additional data or information that is deemed pertinent to this RFP. However, a proposal should be prepared simply and economically, providing a straightforward and concise delineation of the Offeror's ability to satisfy the requirements of this RFP.

2.9.1 Transmittal Letters

A Transmittal Letter shall be attached to the Proposal. The Transmittal Letter shall be in the form of a standard business letter on official business letterhead and shall be signed by an individual authorized to legally bind the Offeror.

2.9.2 Offeror's Letter

#The Transmittal Letter shall include:

- a. A statement indicating that the Offeror, and its subcontractors, if any, are corporations or other legal entities.
- b. A statement that the Offeror and its subcontractors, if any, are or will be registered to do business in Hawaii and will obtain State General Excise Tax Licenses by the start of the work.
- c. A statement acknowledging that all addenda to this RFP has been received by the Offeror. If no addenda have been received, a statement to that effect shall be included.
- d. A statement that the Offeror's Proposal and the prices listed in the Proposal are firm and shall remain so throughout the Contract period.

2.9.3 Subcontractor's Statement

If subcontractors will be used, a statement from each subcontractor must be appended to the Transmittal Letter, signed by an individual authorized to legally bind the subcontractor and stating:

- a. The general scope of work to be performed by the subcontractor.
- b. The subcontractor's willingness to perform the work indicated.

2.9.4 Proposal

2.9.4.1 Introduction

When an Offeror submits a Proposal, it shall be considered a complete plan for accomplishing the tasks described in this RFP and for accomplishing any supplemental tasks the Offeror has identified as required to successfully produce the deliverables. The Offeror's plan must demonstrate an understanding of and the ability to meet and perform all contractual requirements listed in this RFP, including all contractual services.

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The person signing the proposal for the Offeror shall initial any and all corrections to the Proposal in ink. Any illegible or otherwise unrecognizable corrections or initials may cause rejection of the proposal.

All Proposals will remain confidential until all parties execute a contract. Thereafter, the winning Proposal will be made public except for those sections, which the Offeror considers, and the State agrees, to be trade secrets or proprietary material. All unsuccessful Offeror's Proposals shall be a part of the contract file and available to public inspection.

The Proposal shall include the parts explained in Section 2.9, PROPOSAL CONTENT of this RFP and shall use the same section titles for identification purposes.

The Proposal shall be organized as follows:

- Section I: Proposal and Transmittal Letters
- Section II: Executive Summary
- Section III: Project Approach, Work Plan and Schedule
- Section IV: Organization and Staffing
- Section V: Offeror Background and Experience
- Section VI: Price
- Section VII: Certification
- Attachment A: Staff Resumes
- Attachment B: Staff References
- Attachment C: Offeror's Financials
- Attachment D: Offeror's References
- #Attachment E: Subcontractor Resumes and References
- Attachment F: Technical Point Response Worksheet
- #Attachment G Tax Clearance Packet
- Attachments H-Z as assigned by offeror

2.9.4.2 Required Proposal Letters

A Proposal Letter must be:

- a. Signed by individual(s) authorized to legally bind the Offeror,
- b. Dated, and
- c. Affixed with the corporate seal, if any.

If the Offeror is a corporation, evidence in the form of a certified copy of a corporate resolution or certified copy of articles of incorporation or bylaws shall be submitted showing the individual's authority to bind the corporation. If the Offeror is a partnership or joint venture, each member of the partnership or joint venture must sign the proposal letter, or evidence, in the form of a partnership agreement or joint venture agreement must be submitted showing that the individuals signing

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the proposal letter have the authority to bind the partnership or the joint venture. The fully executed proposal letter must be submitted along with the technical proposal.

The proposal letter must be on the Offeror's official business letterhead. The proposal letter shall include a statement that the Offeror understands and will comply with all terms and conditions in the RFP. Also, see Section 2.9.2 on page 11.

2.9.4.3 Executive Summary

The Executive Summary shall condense and highlight the contents of the Proposal in such a way as to provide a broad but clear understanding of the entire proposal.

2.9.4.4 Project Approach, Work Plan and Schedule

Project Approach:

This section shall provide an overview of the entire project with the objective of demonstrating the Offeror understands of the tasks involved to produce each of the deliverables. This section shall contain a description of how the Offeror proposes to carry out these tasks and why this approach was selected. It is important that this section not only demonstrates the Offeror's understanding of the requirements of the RFP, but also demonstrates an understanding of the current operation, operational environment, and functionality of the critical application systems and the reasons for selecting the proposed approaches. Therefore, the following considerations shall be included for the purpose of evaluation:

- a. #The Offeror's approach and strategy for designing and implementing a comprehensive BCIS.
- b. The identification of specific and significant considerations users will need to address when migrating to the new system.
- c. The approach and strategy for addressing data migration and the implementation of BCIS without disrupting BOC operations.
- d. A delineation of any anticipated problems.

Work Plan and Schedule:

This section shall also include a detailed work plan for the tasks required to produce each of the deliverables covered by this RFP. (See Section 3.11, WORK PLAN.) A Work Plan is crucial to allow the PRC to gauge the Offeror's relative understanding of the tasks at hand.

2.9.4.5 Project Organization and Staffing

This section shall include:

The project organization chart, showing the chain of authority and responsibility of the Offeror's project personnel. All personnel to be assigned to the project are to appear on the organization chart. Names and work locations of project personnel shall be included. The total number of personnel in the organization chart is to be shown.

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Descriptive information for personnel, indicating their titles, fax and phone numbers, major areas of responsibility and location during each phase of the contract with proposed estimates of the staff-hours to be provided by each individual.

Included in Attachment A, STAFF RESUMES, of the Proposal shall be a resume of each individual who appears on the organization chart. Resumes shall highlight experiences on specific projects that may be related to this project. Resumes should contain information relating to each person's experience, education, and skills. This should include, but not necessarily limited to, specific degrees, dates, names of employers, position titles, and educational institutions.

Included in Attachment B, STAFF REFERENCES, of the Proposal shall be references for each individual whose resume is included in Attachment A, STAFF RESUMES. There shall be at least three (3) references for each individual. Each reference shall include the contact person's name, address, and telephone numbers. References shall be former employers or persons who can provide information on the individual's experience and competence.

A description of all projects previously performed by the Lead Consultant that are relevant to this project and demonstrate the Offeror's qualifications and experience, including customer name, brief description of the project, time period of the project and the computer environment used. Client references, along with contact telephone numbers, shall also be provided. The Department reserves the right to contact any of the Offeror's previous clients, including client references, to assess the Offeror's quality of work performed.

#If subcontractors are used, the information required in Section 2.9.4.5, PROJECT ORGANIZATION AND STAFFING, must also be provided for the subcontractors.

For information relating to date of employment for employees and subcontractors, see Section 3.13, CONTRACTOR STAFFING.

2.9.4.6 Offeror Background and Experience

This section shall include for the Offeror and each subcontractor (if any): the background of the offeror (and each subcontractor), its size and resources, details of corporate experience relevant to the project, and a list of other current or recent related projects. The proposal shall include the following:

- a. A description of projects previously performed by the offeror that are relevant to this project and demonstrate the Offeror's qualifications and experience, including customer name, brief description of the project, time period of the project and the computer environment used.
- b. Included in Attachment C, OFFEROR'S FINANCIALS, of the Proposal shall be the financial statements for the offeror, preferably audited, for the previous three years. If this data is unaudited, copies of filed tax returns must be provided. As with trade secrets or other proprietary data, an Offeror shall request in writing, nondisclosure of the financial information to be kept confidential. Otherwise, contents of all proposals shall be made public as provided in section 3-122-58 after all parties sign a contract.
- c. Identification of litigation currently impacting the offeror, if any.

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- d. Included in Attachment D, OFFEROR'S REFERENCES, of the Proposal shall be at least three (3) recent client references. These are to include the name of the client organization; name, title, and telephone number of the contact person; date, duration and brief description of work performed for the client. By listing the references, Offeror grants the State authorization to contact these client references.
- e. #Included in Attachment G, OFFEROR'S TAX CLEARANCE, of the Proposal shall be an original or certified copy of a tax clearance issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) must be submitted. The tax clearance shall be obtained on the two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearances. Please refer to the attached tax clearance packet for the forms, Appendix A, TAX CLEARANCE PACKET.

Tax clearance submitted with a sealed offer must be valid on the solicitation legal ad date or any date thereafter up to the offer due date. A valid tax clearance received with an offer will remain valid for the contract award.

2.9.4.7

#Price

#Offerors shall propose and identify a price as required in this section. This price will be inclusive of all federal, state and local taxes. All proposals will be submitted on the provided forms included in this RFP. The Proposal shall also indicate hourly costs for each of the personnel assigned to the project. Include in the Proposal all travel to and from the Continental U.S., living expenses, and taxes required for completion of the project.

This section is divided into two parts. One part will address all requirements and tasks defined in this RFP excluding Task 6 Section 3.10.6, Load Back Microfilm Images. The second part will address only Task 6 Section 3.10.6, Load Back Microfilm Images. Offerors are permitted to submit offers for either part or both parts.

The format of this section shall contain the following:

A clearly marked title page indicating PART A, in **BOLD** type centered on this page. All subsequent pages shall be marked as belonging to PART A by placing "PART A" in the upper left corner of each page belonging to this PART A. If the Offeror is not proposing a price for this part, it should be noted on the PART A title page with the following in **BOLD** type centered on that page, "Offeror declines proposing a price for PART A".

A clearly marked title page indicating PART B, in **BOLD** centered on this page. All subsequent pages shall be marked as belonging to PART B by placing "PART B" in the upper left corner of each page belonging to this PART B. If the Offeror is not proposing a price for this part, it should be noted on the PART B title page with the following in **BOLD** type centered on that page, "Offeror declines proposing a price for PART B".

The Offerors shall also breakdown the price of each task including a subcategory for the post implementation support. A further breakdown of the pricing structure may be requested during the Proposal Review.

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The Tasks for this project are identified in Section 3.10, Implementation Plan and are summarized here. Please note that Section 3.10, requires Offerors to include additional tasks as the Offeror deems appropriate and the price for each is to be included here.

- a. Establish BOC Network
 - Install network wiring
 - Install the print and file server
 - Integrate BOC network with DLNR network
 - Individual workstations
- b. BCIS Requirements Validation
- c. Install Database/Application server hardware and software
 - Install Application software
 - Import LCATS and General Index databases (Convert or Migrate)
 - Verify database integration and application operation
- d. Install hardware and software for current LCAT remote access users
 - Integrate Imaging on BOC Network
 - Install imaging hardware and software
 - Verify network operation with imaging technology
- e. Integrate Imaging into BCIS
 - Enhance and verify BCIS operation to include Imaging
 - Confirm application function and data integrity
- f. Load Back Microfilm Images
- g. Extend Remote Access to BCIS Text
 - Acquire data communication circuits to designated sites(*)
 - Install and verify hardware and software
 - Text level support
- h. Extend Remote Access to BCIS Images
 - Acquire data communication circuits to designated sites(*)
 - Install and verify hardware and software
 - Image level support
- i. Enable Public Access to Text
 - Install hardware and software
 - Establish and verify hot links to State Home page
 - Install and verify security infrastructure
 - Develop procedures to limit public access impact to BOC operation
- j. Enable Public Access to Images
 - Install hardware and software
 - Verify correct operation and network integrity
- k. Data Remediation
- l. GIS Requirements Study

2.9.4.8

Certification

Proposal shall include a certification that:

- a. The prices and cost data were arrived at independently, without consultation,

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communication, or agreement with any other Offeror or competitor.

- b. Unless otherwise required by law, the prices and cost data that were submitted have not been knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor prior to the award of the contract.
- c. No attempt was made or will be made by each Offeror to induce any other person or firm to submit or not to submit a price for the purpose of restricting competition.
- d. The price shall remain in effect for six (6) months following the date that proposals are due.

2.10 PACKAGING OF PROPOSAL

Eight (8) sets of the Proposal are required, one to be clearly marked as ORIGINAL and the others as COPY ____ of 7 COPIES. The original is to be single sided, unbound and is to be signed by the person with the authority to commit the Offeror.

The envelope of the Proposals must:

- Be Clearly marked as follows:

DAGS SEALED PROPOSAL TO REPLACE THE LAND COURT
AND REGULAR AUTOMATED TRACKING SYSTEM FOR THE
DEPARTMENT OF LAND AND NATURAL RESOURCES, BUREAU
OF CONVEYANCES
SUBMITTED IN RESPONSE TO RFP-99-ICS-022
STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES,
ICSD
1151 PUNCHBOWL ST. B10
HONOLULU, HAWAII 96822

- Indicate the name, address, telephone number and FAX number of the Offeror; and,
- Be sealed.

2.11 BEST & FINAL OFFER

Following the discussions between the PRC and the top three (3) Priority Listed Offerors, the top three (3) Priority Listed Offerors may be asked to provide their Best & Final Offer.

If a Best & Final Offer is identical to the initial proposal, the Offeror need only send a notification stating this fact and the previous submittal will be used as the best and final offer. This letter shall be in the form of a standard business letter on official business letterhead, shall indicate the Offeror's exact legal name, and shall be signed by an individual authorized to legally bind the Offeror.

The Best & Final Offer must be submitted by the date and time specified in Section 2.3, SIGNIFICANT DATES.

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The Offeror is requested to use the exact legal name, as registered at the Department of Commerce and Consumer Affairs, in the appropriate space on the Proposal Forms. Failure to do so may delay execution of the contract.

The contents and format of the BEST & FINAL OFFER are identical to the PROPOSAL as specified in Section 2.9, PROPOSAL CONTENT. The Offerors shall highlight the items, which vary from the original offer.

2.12 PACKAGING OF BEST & FINAL OFFER

Eight (8) sets of the Best & Final Offer will be required, one clearly to be marked as ORIGINAL and the others as COPY ___ of 7 COPIES, the original to be signed by a person with the authority to commit the Offeror.

The envelope for the Best & Final Offer must:

- Be clearly marked:

**"DAGS SEALED PROPOSAL TO REPLACE THE LAND COURT
AND REGULAR AUTOMATED TRACKING SYSTEM FOR THE
DEPARTMENT OF LAND AND NATURAL RESOURCES, BUREAU
OF CONVEYANCES.
BEST & FINAL OFFER"**
- Indicate the name, address, telephone number and FAX number of the Offeror; and,
- Be sealed.

2.13 EVALUATION COMMITTEE

Proposals submitted by the deadline specified in Section 2.3, SIGNIFICANT DATES in response to this RFP shall be evaluated by the PRC. Any member of the PRC who finds him or herself in a conflict of interest, as defined by the Rules of the Ethics Commission, shall be immediately replaced.

2.14 PROPOSAL COMPLIANCE REVIEW

The PRC shall perform an initial evaluation each Proposal to determine whether it complies with and is responsive to the RFP instructions. At this stage, Proposals will be reviewed for timeliness of submission, completeness, and compliance with the requirements and qualifications specified in this RFP. The Executive Summary and the Offeror Background and Experience sections will be evaluated as part of the Compliance Review. The PRC will evaluate the price and its supporting documentation against realistic contemporary prices. The PRC will also be evaluating the price to confirm that the total of the individual proposal item prices matches the Total Proposal Price. In case of an error in addition, the sum arrived at after adding the individual proposal items prices will govern. Offerors must include all required items in order to qualify. The checklist of items is included in Appendix E, PROPOSAL COMPLIANCE REVIEW.

At this stage, the evaluation of the Proposals shall be on a "pass/no pass" basis. Those Proposals that do not comply with the requirements of the RFP will be rejected from further consideration. A Notice of Compliance Disqualification shall be sent to those Offerors whose Proposals are disqualified under this section by the date shown in Section 2.3, SIGNIFICANT DATES.

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2 PROPOSAL PREPARATION

2.15 SUBSTANTIVE EVALUATION#

Those Proposals that meet the requirements of the RFP during the Compliance Review shall then be fully evaluated according to the criteria listed below. Overall, the Proposal must demonstrate the Offeror's understanding of the issues and the ability to meet and satisfactorily produce all contractual requirements listed in the RFP, including all contractual services. The price must be realistic given the work plan, and must illustrate an aggressive, competitive approach to maximizing the State's limited resources.

#Each member of the PRC will rank the Proposals by how advantageous they are to the State. The PRC members will then discuss the rankings and the rationale for the positioning at evaluation meetings. When the discussions have been completed, the members will be asked to rank the Proposals independently. The individual PRC member's Proposal rankings will be averaged to determine if the proposal is acceptable, potentially acceptable or unacceptable. The three (3) Proposals with the highest average ranking will be designated as the Three (3) Priority Listed Offerors.

#The PRC will use the criteria defined in ICSD A-158 and A-160 as described in Appendix E, PROPOSAL COMPLIANCE REVIEW for the substantive evaluation of the Proposals and as a basis for their ranking. The general criteria are as follows:

- Offeror background, long term system support, and reasonableness of the prices
- Experience, demonstrated knowledge and depth of understanding of the issues
- Creativity in the overall approach and in each task of the project
- Approach, comprehensiveness of and logic in the workplan
- Ability of the Offeror to perform based upon demonstrated experience and performance on similar projects
- Organization, staffing, and qualifications of personnel assigned to the project

2.16 NON-DISCLOSURE OF PROPOSALS

The contents of any proposal shall not be disclosed during the review, evaluation, discussion or negotiation process. Once all parties have signed a contract, all proposals, successful and unsuccessful, become available for public inspection. Those sections that the Offeror and the State agree are confidential and/or proprietary shall be excluded from access.

2.17 DISCUSSIONS

Discussions may be held with the top three (3) Priority Listed Offerors. These discussions are intended to answer any questions the PRC may have regarding an Offeror's proposal.

The content and extent of each discussion will be determined by the PRC's evaluation of the deficiencies in each proposal. The PRC will not indicate to an Offeror a price that it must meet in order to obtain further consideration nor will the

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PRC advise an Offeror of its price standing relative to another Offeror. However, the PRC may inform an Offeror that its price is considered too high or unrealistic.

The PRC will attempt to disclose all deficiencies noted in the proposal. These deficiencies may include: *proposed personnel that the PRC considers unqualified; unrealistically low or high pricing; unrealistically low or high estimated efforts; and questionable technical or management approaches.*

#The PRC will not disclose technical, managerial, or pricing solutions to noted deficiencies. The intent of the discussion is not to initiate a pricing or service auction, but rather to give the Offeror the opportunity to make the PROPOSAL as advantageous to the State as possible.

The PRC shall establish procedures and schedules for conducting discussions and keep a record of the date, place, purpose, and those attending. Priority Listed Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of proposals.

If during the discussions there is a need for any substantial clarification or change of the RFP, the request shall be amended by an addendum. Such addenda to the RFP shall be distributed only to the three (3) Priority Listed Offerors. The three (3) Priority Listed Offerors shall be permitted to submit new proposals or amend those submitted. After Best & Final Offers are received, final evaluations will be conducted. The PRC will make the final recommendation to the Procurement Officer for selection of the contractor for an award.

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3 SCOPE OF WORK

3.1 GENERAL STATEMENT

The BCIS is to be implemented in accordance with the specifications, general proposal requirements and conditions, and appendices included herein.

3.2 PRIMARY OBJECTIVE

The primary objective is to design, develop and implement enhancements to the LCATS and integrate the General Index system into its operation. Specific requirements of the BOC include:

- #Retain all of the current functions and facilities provided by the Land Court and Regular systems. This includes remote access by current customers.
- Retain the current ability to permit LCATS access to subscribers.
- Retain the current look and feel of LCATS to minimize the operational impact of BCIS on the BOC.
- Integrate the BCIS into BOC operation without disruption to staff and customers, maintain zero data loss or reentry and minimize the complexity of data conversion to insure data migration accuracy.
- Permit access from any neighbor island.
- Enable the BOC to electronically store and retrieve images of documents recorded and provide for the option to extend retrieval of these images from any neighbor island at a later date.
- Convert microfilmed images of documents to a format and media compatible with the new BCIS.

The Offeror shall also develop a work plan (Plan) that will implement the requirements of this RFP in such a way that the BOC and ICSD have a clear understanding of the technical and processing requirements of the replacement system, and how the proposal will satisfy the functional requirements of the BOC.

3.3 CHARACTERISTICS OF THE NEW LCAT AND REGULAR SYSTEM

The BCIS developed in accordance with this RFP shall have the following characteristics:

- e. Efficient. The BCIS should be designed to fit the work flow and volume of the BOC, with reasonable room for expansion.
- f. Economically feasible. The BCIS should be implemented within the State's financial, operating, economic, and technological constraints.
- g. Functional. The BCIS should be designed with techniques and technology **proven** to work at **similar installations** to the BOC.
- h. Manageable and user friendly. The BCIS allows all BOC personnel, with reasonable training, to easily and fully utilize the system.
- i. Accessible, yet secure. The BCIS addresses physical and system access security concerns at all sites and centers. It is equipped with built-in security

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to protect the integrity of programs and systems that require limited access. It allows reasonable access to those who need it.

- j. Safe. The BCIS must provide for the reliable access to information stored on its hardware and the maximum amount of time the data is available to the BOC.
- k. Accurate. The BCIS must insure that data stored is accurate and incorporates all data elements present in the LCATS and General Index systems.

3.4 THE CURRENT ENVIRONMENT

The BOC currently utilizes two systems. The **Regular System**, a partially automated system with only the index automated. The **Land Court System** or LCATS, is fully automated. Both processes are similar and include many of the same document processing requirements. The **Land Court System** requires additional document verification steps not required in the **Regular system**.

A description of the existing applications can be found in APPENDIX J, LAND COURT AND REGULAR SYSTEM PROCESSES AND ENHANCEMENTS. The appendix also contains existing system modifications required by the BOC.

3.5 ENHANCEMENTS

The BOC needs a system of receiving, sorting, storing, and disseminating information.

In the past and present, that information is usually received in "hard copy" format, that is, it is printed on paper. This creates a number of physical problems and inefficiencies. It would be to the advantage of the Bureau of Conveyances to have the media of transferring information be electronic.

In order to achieve that goal, there appear to be several steps to take.

3.5.1 Consistent.

Depending on the system hardware and software, there will probably need to be a standard form, or at the very least, standard information given in a predetermined format.

3.5.2 LAN.

There needs to be an interconnection, probably in the form of a Local Area Network (LAN) that links the office staff to one another and a central database, or server.

3.5.3 Operating System Standard.

There needs to be one operating system, determined by the LAN and server configuration.

3.5.4 Standard Hardware.

There will need to be some similar hardware, personal computers or workstations, throughout the office.

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3.5.5 Training.

There will be a need for training on the BCIS.

3.5.6 Redundancy.

There will need to be redundancy in the entire system, similar to that currently in banking institutions.

3.5.7 Access to Information.

Very importantly, there needs to be a way to get received and stored information out of the office and into the hands of the general public and industry.

3.5.8 Fees.

This information we have is valuable. There must be a way to receive compensation for providing that information.

3.5.9 Standardization.

There must also be a way to compensate compliance and cooperation within the industry and with the general public.

3.5.10 Safeguards.

There needs to be safeguards, firewalls, when Internet access is integrated within the system to protect against the potential loss or damage of irreplaceable information.

3.5.11 Data Analysis.

There needs to be a way to analyze data stored to gather information from this data.

3.5.12 Data Migration.

There needs to be a way to put existing information and records into the BCIS to provide for the same accessibility.

3.5.13 Backward Compatibility.

The proposed system must accommodate old and new technology, and permit either since not all users who will be accessing the system will be on the same technological playing field.

3.5.14 Working System.

The Contractor must stand behind the system and insure that it will work as proposed.

3.5.15 Disaster Recovery.

There needs to be a back-up plan for times when the system does not work, as in the case of a major equipment failure.

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3.5.16 Access Security.

There needs to be security for individuals providing information. The State requires that data encryption be an available option.

3.5.17 Minimize Disruptions.

Care must be given during the implementation process to keep disruptions of the BOC operations to a minimum.

3.6 IMAGING REQUIREMENTS

3.6.1 General Imaging Requirements

3.6.1.1 The imaging technology proposed must support both locally attached workstations and those that are remotely connected to the imaging server by telecommunications lines.

3.6.1.2 #The proposed system must integrate the BOC's current microfilm capture procedure.

3.6.1.3 The proposed system must permit any BOC user, with proper hardware and software, to retrieve and view images from the proposed BCIS.

3.6.1.4 The Offeror's proposal must identify the hardware and software needed to adapt imaging to a variety of needs.

3.6.1.5 The system shall run on server hardware that can effectively and efficiently support workflow and imaging for the BOC.

3.6.1.6 Jukeboxes must allow for definable allocation of files so that individual platters reflect appropriate BOC retention schedules.

3.6.1.7 #The system must meet any legal requirements for image storage and retrieval while providing the fastest access times possible.

3.6.1.8 The system shall support batch scanning.

3.6.1.9 #The system shall provide effective methods for scanning and indexing long (maximum 8 1/2"x 14") documents and address the long term goal of incorporating map images.

3.6.1.10 The proposed system must be able to scan and recognize bar code information.

3.6.1.11 Offerors must include a two-sided scanner since the BOC receives approximately 200 doubled-sided documents a day.

3.6.1.12 Users within the BOC shall be able to retrieve an 8 1/2" X 14" document stored on a jukebox in less than 15 seconds (disk mount time and image view time). Please include documentation for jukebox response time.

3.6.1.13 An image for viewers at a remote site shall be available for transmission in less than 15 seconds.

3.6.1.14 Users shall be able to retrieve a page from an active file on magnetic media in less than 2 seconds.

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- 3.6.1.15 From magnetic media, users shall be able to turn from one page in a document to another in less than 1 second.
- 3.6.1.16 The system shall provide zoom capabilities.
- 3.6.1.17 The retrieval screen shall display both the index and the imaged document, simultaneously side by side.
- 3.6.1.18 The system shall allow staff to index documents while looking at the documents online.
- 3.6.1.19 #The system should allow for the long term goal of scanning and printing oversized maps.
- 3.6.1.20 The system must allow for 64 electronic comments with 256k minimum per note for each image, visually associated with the document or map.
- 3.6.1.21 It is desirable that these be the electronic form of Postit type notes.
- 3.6.1.22 Image file formats must support the Consultative Committee for International Telephone and Telegraph (CCITT) Group III and IV standard. Images shall be scanned in at a minimum of 200 dpi for most documents and 300X400 dpi for documents with small fonts, handwriting, or detailed line art.
- 3.6.1.23 Users shall be able to browse through documents and quickly retrieve selected pages.
- 3.6.1.24 Users shall be able to print groups of pages from a long document by simply identifying the range of page numbers, such as 3-5,8-10.
- 3.6.1.25 Users shall be able to display two pages of the same document side by side.
- 3.6.1.26 The proposed system must have the ability to scan images in random order and present them later in sequence by Official Record Number. (Labels with OR Number will have been attached as part of cashiering).

For Official Record documents, the system must interpret the Official Record Number on the label on page 1 of every document and add a half inch identification area including this number to the scanned image of each page of that document. This identification area must include the Official Record Number. and the page number in the form "page 1 of 5, etc:".
- 3.6.1.27 The proposed system must provide image enhancement capabilities to assure good quality images from scanned documents.
- 3.6.1.28 The proposed system must provide the State with the capability to correct the stored image of documents. The original document number must be retained. The legal integrity of the document must be preserved.
- 3.6.1.29 The proposed system must permit the capability to generate microfilm images of all scanned documents and map images.
- 3.6.1.30 The proposed system must maintain and report statistics for the scanning process to include number of documents scanned, number of pages scanned, broken down by operator, and the number of errors encountered. These must be

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accumulated and reported on a daily or monthly basis at the minimum.

3.6.1.31 The system must be able to export imaging statistics to any major spreadsheet package.

3.6.2 Application Image Processing Requirements

3.6.2.1 The system must recognize when a document is scanned with another document as an attachment.

3.6.3 Database Requirements

3.6.3.1 The database must be a production class DBMS to ensure data integrity at all times, which includes back-ups and recovery capabilities. The preferred databases are DB2 or Oracle. If alternative databases are suggested, please indicate the reason for supporting the alternative.

3.6.3.2 Capabilities for index and image maintenance and access.

3.6.3.3 Automatic error detection and recovery.

3.6.3.4 Dynamic backup of in progress updates after process failure.

3.6.3.5 All transactions that have not completed successfully as a result of a power failure, failure of any software related to BCIS, failure or unplanned emergency shutdown of any equipment must be backed out. The term completed shall mean the confirmed storage of data related to any part of the transaction. The offeror shall detail his level of compliance with this requirement.

3.6.3.6 Maintenance of accurate and duplicate audit record on separate physical medium.

3.6.3.7 Support for mirrored (duplicate) images.

3.6.3.8 Locking mechanisms to guarantee data integrity.

3.6.3.9 Deadlock detection and prevention.

3.6.3.10 Multi-threaded processing to speed access time between users and the database.

3.6.3.11 Concurrent processing of more than one user request accessing the database at the same time.

3.6.3.12 Formatting of fields and rule based edits by the system administrator.

3.6.3.13 A complete audit trail of revisions changes and edits to information in the database.

3.6.3.14 #Backups at a preset time without interrupting database access. Incremental backups shall be supported.

3.6.3.15 The ability for all fields to be marked "required" or "not required" depending on the type of data being entered.

3.6.3.16 Different security levels within the same database for documents.

3.6.3.17 The ability for users to generate reports and queries according to their needs.

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- 3.6.3.18 Online, context sensitive help.
- 3.6.3.19 Online training facilities for end-users.
- 3.6.3.20 "Hot key" capability to move from screen to screen, software to software.
- 3.6.3.21 Both menu and key codes for customers.
- 3.6.3.22 Consistent terminology within a screen, from screen to screen, and in online help and vendor documentation.
- 3.6.3.23 Current optical image available online.
- 3.6.3.24 Optical image available offline (with platter identified).
- 3.6.3.25 Microfilm image available (with reel and image identified).
- 3.6.3.26 No image available.
- 3.6.4 Optical Scanner Requirements
 - 3.6.4.1 Scan heavy card stock
 - 3.6.4.2 Capture pencil and light markings
 - 3.6.4.3 Scan a minimum of 8 pages per minute for low volume applications
 - 3.6.4.4 Scan 8.5 x 11 and 8.5 X 14 size documents
 - 3.6.4.5 #Scan maps up to 18" x 26" depending on the needs of the department. Some older maps have canvas. This requirement is to be a part of Section 3.10.12, Task 12 IS Requirements Study.
 - 3.6.4.6 *Backing; scanners should be able to feed these documents effectively. Must be able to sheet feed full range of documents including standard 8 1/2" X 11" and 8 1/2" X 14".*
 - 3.6.4.7 The proposed system must be capable of utilizing standard brand name laser printers.
 - 3.6.4.8 Optical storage configuration shall include optical disk storage devices that provide the option of selecting WORM or erasable media on the same jukebox. Depending on the department or need, there will be a requirement to migrate images from WORM to erasable to allow editing of documents on erasable media that are also recorded on WORM for unalterable storage.
 - 3.6.4.9 Produce templates to be used to scan in document information required for indexing purposes. The proposed system should also prompt user when it is not able to recognize the information to be captured. This will reduce the effort to manually key in information.

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3.7 GENERAL NETWORK REQUIREMENTS

3.7.1 Inter-Island Communications

The State requires that the BCIS be accessible to users and staff on neighbor islands and on alternate locations on Oahu. This will require communication facilities and infrastructure from each remote site back to the central facility housing the BCIS. The proposal shall identify recommendations and costs necessary to make these connections.

3.7.2 Local Area Network Requirements

The State requires that all minicomputers, PC's, file/print servers or workstations proposed as part of this RFP be configured for a Local Area Network. The Offeror shall propose a configuration based on the requirements of this RFP and the State shall review it and may make changes it deems necessary.

3.7.3 Minicomputer and Work Station Requirements

The BOC has installed a number of PC's and laser printers. The Offeror shall review this equipment and determine if they are compatible with the equipment being proposed. If the equipment is compatible the Vendor need only propose equipment for BOC staff that do not have the hardware and software needed to access the BCIS.

For those that need equipment, it should be consistent with the hardware and software already installed in the BOC. Further, the Vendor shall obtain approval of the STATE prior to placing equipment orders.

3.8 UNIX SERVER

The proposed system must include in its design a UNIX based server. The existing LCATS application is to be migrated to a UNIX based server with all user workstations connected to it using TCP/IP. The addressing requirements will be provided by the State after award. The design shall incorporate, physically, two servers to provide sufficient redundancy to insure the continued operation in the event of a failure of one of the servers.

The proposed system will be operated by ICSD. The actual hardware platform on which the system will be operated will be a consolidated UNIX server. This server will permit the operation of each server as a unique entity but allow the ICSD to operate it as one physical machine. For the purpose of evaluating proposals, the Offeror must provide a hardware configuration based on UNIX sufficient to support all tasks of this project. The State will reserve the right to utilize the proposed machine configuration or place the system on the ICSD consolidated server.

3.9 REMOTE ACCESS REQUIREMENTS

The proposed system shall continue the LCATS capability to permit authorized users remote access. The remote access enhancements shall include, but not be limited to, the following:

3.9.1 Secure Access.

#For Internet access, Permit secure access using proven technology.

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3.9.2 Cost Effective.

Offeror shall propose a cost-effective way of charging remote users for printing documents or maps; or permitting unlimited printing for a set fee.

3.9.3 Operational Impact.

Permit secure access without impact to the daily work performed by BOC staff.

3.9.4 Neighbor Island Access.

Provide the BOC with the capability to access its primary server remotely by BOC staff from neighbor islands.

3.10 #IMPLEMENTATION PLAN

#The Contractor's work is to be performed by distinct tasks and work on each task shall commence when the Contractor is officially notified by the State. The Offeror's Proposal should include a realistic implementation plan that incorporates the requirement of this RFP that each task be proposed and completed individually. The Department is aware that prompt decision-making is required for the successful implementation of the project. The State had identified the following tasks as follows:

3.10.1 Task 1: Implementing a basic BOC network

This task will require the implementation of a local Area network for the BOC. The network deployed for the BOC shall, when fully implemented, include imaging capabilities. The design should incorporate this capability.

3.10.2 Task 2: BCIS Requirements Verification

This task requires the verification of the proposed BCIS with the operational requirements of the BOC. This should include but not be limited to the following: performing a structured walk through of specific tasks identified by the BOC, performing a functional comparison of the BCIS with the existing LCATS and General Index systems, and performing a data flow analysis of BCIS that will confirm that all data paths are addressed.

3.10.3 Task 3: Replacement of the Land Court Systems

This task requires the Offeror to implement a system to replace the manual and automated processes of the Regular and Land Court Systems. This shall, when fully implemented, include imaging, remote access and public access requirements.

#The Offeror shall document how the replacement system will satisfy the functional requirements of the BOC's current Regular and Land Court Systems. The current processing flow and the enhancements required are included in APPENDIX J, BOC INFORMATION FLOW.

The Offeror shall also document how the data stored on the LCATS will be integrated into the proposed system

The existing index data that is part of the Regular system operated by the State shall be incorporated into the production database for the enhanced system. This requirement calls for the seamless access to both Regular and Land Court

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Systems by authorized State personnel. In particular, this access shall require the proposed system to access data that originated by either Regular or Land Court systems from 1976 within the same query or update screen.

3.10.4 Task 4: Implementing Imaging Capability on the BOC network

This task will require the installation of imaging technology into the BOC network. This shall include the capabilities and requirements identified in Section 3.6, IMAGING REQUIREMENTS.

3.10.5 Task 5: Implementing imaging capability to BCIS

This task will require the integration of imaging technology into the application, network and the operation of the BOC. This shall include the capabilities and requirements identified in Section 3.6, IMAGING REQUIREMENTS.

3.10.6 Task 6: Load Back Microfilm Images

#The BOC currently maintains historical images on microfilm. These images must be loaded and incorporated into the image database. This requirement calls for the loading of these back microfilm images and the seamless access to both current and microfilmed images by authorized personnel. In particular, this access shall require the proposed system to access any image, both current and those that were originally microfilmed within the last ten years, within the same query screen.

3.10.7 Task 7. Enable Remote Access to Text Data

This task will require the implementation of the ability to provide access to text data stored on the proposed system from remotely located BOC operated or approved locations. The primary focus of this task is to continue the currently approved connections and add other locations the BOC operates or will operate. This shall include the capabilities and requirements identified in Section 3.9, REMOTE ACCESS REQUIREMENTS.

3.10.8 Task 8. Enable Remote Access to Image Data

This task will require the implementation of the ability to provide access to images stored on the proposed system from remotely located BOC operated or approved locations. The primary focus of this task is to continue the currently approved connections and add other locations the BOC operates or will operate. This shall include the capabilities and requirements identified in Section 3.9, REMOTE ACCESS REQUIREMENTS.

3.10.9 Task 9. Enable Public Access to Text Data

This task will require the implementation of the ability to provide access to text data stored on the proposed system from the Internet. This shall include the capabilities and requirements identified in Section 3.9, REMOTE ACCESS REQUIREMENTS.

3.10.10 Task 10. Enable Public Access to Image Data

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This task will require the implementation of the ability to provide access to images stored on the proposed system from the Internet. This shall include the

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capabilities and requirements identified in Section 3.9, REMOTE ACCESS REQUIREMENTS.

3.10.11 Task 11: Data Remediation

#This task will require the remediation of the BCIS database. This shall include the review of each record for consistency with the BCIS structure and values.

3.10.12 Task 12: GIS Requirements Study

This task requires the formulation of a proposal based upon the needs of the BOC to store or access GIS or map data.

3.11 #WORK PLAN

#Offeror will develop a Work Plan that supports and documents the approach that the offeror will be proposing to satisfy the requirements of this RFP. Work Plan refers to the schedule of tasks for all tasks of the RFP project unless specifically designated as referring to a particular task.

This RFP allows Offerors to respond to all tasks excluding Task 6 Section 3.10.6, Load Back Microfilm Images, only Task 6 Section 3.10.6, Load Back Microfilm Images or both. The Work Plan shall reflect the election of the Offeror.

#The WORK PLAN developed shall consist of two parts. The first will be a plan addressing all tasks. Subsequently, a WORK PLAN for each task individually must be developed.

The Work Plan will have thirteen tasks, one for each task of the implementation. Each Task shall include:

- A description of each task, the objectives of the task, personnel assigned to the task, the estimated hours per person assigned to each task, and the estimated start and end date of each task.
- Identification of task dependencies and project milestones.
- A clear and understandable graphic layout chart, such as a Gantt chart, showing the estimated start and end dates of each task.

#The Work Plan must follow SDM/Structured guidelines unless authorized to do otherwise as specified in Section 2.6, AUTHORIZATION TO USE ANOTHER METHODOLOGY. The Work Plan may include additional steps or items as deemed necessary by the Offeror.

3.11.1 Task 1 Work Plan

Offeror tasks to be included in the Work Plan to design, develop and implement a BOC local area network include but are not necessarily limited to:

- a. Develop a network diagram that provides all nodes required including imaging workstations, scanners and printers.
- b. Network shall utilize TCP/IP.
- c. Network must provide a secure environment.
- d. Insure that the design and implementation of the BOC network will satisfy the requirements of this RFP and in particular address Section 3.7, 3.8 and 3.9 of

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this RFP.

- e. Submit an acceptance test plan for review and approval by the STATE.
- f. Resolve problems that arise during Acceptance Test.
- g. Provide training for the BOC and selected ICSD personnel.

3.11.2 Task 2 Work Plan

Offeror tasks to be included in the Work Plan to validate the BCIS requirements that includes, but are not necessarily limited to:

- a. Develop a work plan that will validate that the design of the BCIS will meet the needs of the LCATS and General Index systems.
- b. Perform a structured walk through of specific tasks identified by the BOC.
- c. Perform a functional comparison of the BCIS with the existing LCATS and General Index systems.
- d. Perform a data flow analysis of BCIS that will confirm that all data paths are addressed.
- e. Submit an acceptance test plan for review and approval by the STATE.
- f. Resolve problems that arise during Acceptance Test.
- g. Provide training for the BOC and selected ICSD personnel.
- h. Demonstrate the enhancements to the BOC.

3.11.3 Task 3 Work Plan

Tasks to be included in the Work Plan to design, develop and implement a BOC enhanced replacement system that shall include but may not necessarily be limited to those listed below. These tasks are not sequenced.

- a. #Develop the required SDM Structured documents based upon TASK 2 that will provide a system that implements the needs of the BOC.
- b. #Install the necessary hardware and software required to support the BCIS.
- c. #Integrate the BCIS server into the BOC network.
- d. #Incorporate the current General and LCATS indexed data.
- e. #Submit an acceptance test plan for review and approval by the STATE. The test plan should include an actual parallel processing of data to highlight the improvements.
- f. Resolve problems that arise during Acceptance Test.
- g. Provide training for the BOC and selected ICSD personnel.

3.11.4 Task 4 Work Plan

Offeror tasks to be included in the Work Plan to design, develop and implement imaging capability on the BOC LAN include, but are not necessarily limited to:

- a. #Develop a work plan that will result in the integration of imaging capability into the BOC network.

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- b. Identify all components and identify how each piece will satisfy the imaging requirements detailed in Section 3.6, General Imaging Requirements.
- c. The proposed implementation must not interfere with the production use of the enhanced system when the remote access requirement is addressed.
- d. Submit an acceptance test plan for review and approval by the STATE.
- e. Resolve problems that arise during Acceptance Test.
- f. Provide training for the BOC and selected ICSD personnel.
- g. Demonstrate the enhancements to the BOC.

3.11.5 Task 5 Work Plan

Offeror tasks to be included in the Work Plan to design, develop and an imaging capability to the BCIS application include, but are not necessarily limited to:

- a. #Develop a work plan that will result in the integration of imaging capability into the BCIS.
- b. Identify all modifications and identify how each will satisfy the imaging requirements detailed in Section 3.6, General Imaging Requirements.
- c. The proposed implementation must not interfere with the production use of the enhanced system when the remote access requirement is addressed.
- d. Submit an acceptance test plan for review and approval by the STATE.
- e. Resolve problems that arise during Acceptance Test.
- f. Provide training for the BOC and selected ICSD personnel.
- g. Demonstrate the enhancements to the BOC.

3.11.6 Task 6 Work Plan

#The Work Plan for this task addresses the loading of back microfilmed images and their integration into the BCIS application and database.

3.11.7 Task 7 Work Plan

Offeror tasks to be included in the Work Plan to design, develop and implement a capability to remotely access text data include, but are not necessarily limited to:

- a. #Develop a work plan that will permit the BOC to support access of its data by approved remote users.
- b. Identify all components and identify how each piece will satisfy the remote access requirements of the BOC as detailed in Sections 3.7, 3.8 and 3.9 of this RFP.
- c. The proposed implementation must not interfere with the production use of the enhanced system when the public access requirement is addressed.
- d. Submit an acceptance test plan for review and approval by the STATE.
- e. Resolve problems that arise during Acceptance Test.
- f. Provide training for the BOC and selected ICSD personnel.

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- g. Demonstrate the enhancements to the BOC.

3.11.8 Task 8 Work Plan

Offeror tasks to be included in the Work Plan to design, develop and implement a capability to remotely access text data and images include, but are not necessarily limited to:

- a. Develop a work plan that will permit the BOC to support access of its data and images by approved remote users
- b. Identify all components and identify how each piece will satisfy the remote access requirements of the BOC as detailed in Sections 3.7, 3.8 and 3.9 of this RFP.
- c. The proposed implementation must not interfere with the production use of the enhanced system when the public access requirement is addressed.
- d. Submit an acceptance test plan for review and approval by the STATE.
- e. Resolve problems that arise during Acceptance Test.
- f. Provide training for the BOC and selected ICSD personnel.
- g. Demonstrate the enhancements to the BOC.

3.11.9 Task 9 Work Plan

Offeror tasks to be included in the Work Plan to design, develop and implement a capability to remotely access text data through the Internet include, but are not necessarily limited to:

- a. Develop a work plan that will permit the BOC to support access of its data by the Public through the Internet.
- b. Identify all components and identify how each piece will satisfy the remote access requirements of the BOC as detailed in Sections 3.7, 3.8 and 3.9 of this RFP.
- c. #The proposed implementation must not interfere with the production use of the enhanced system BOC personnel.
- d. Submit an acceptance test plan for review and approval by the STATE.
- e. Resolve problems that arise during Acceptance Test.
- f. Provide training for the BOC and selected ICSD personnel.
- g. Demonstrate the enhancements to the BOC.

3.11.10 Task 10 Work Plan

Offeror tasks to be included in the Work Plan to design, develop and implement a capability to remotely access text data and images through the Internet include, but are not necessarily limited to:

- a. Develop a work plan that will permit the BOC to support access of its data by the public through the Internet.
- b. Identify all components and identify how each piece will satisfy the remote access requirements of the BOC as detailed in Sections 3.7, 3.8 and 3.9 of

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this RFP.

- c. The proposed implementation must not interfere with the production use of the enhanced system by BOC personnel.
- d. Submit an acceptance test plan for review and approval by the STATE.
- e. Resolve problems that arise during Acceptance Test.
- f. Provide training for the BOC and selected ICSD personnel.
- g. Demonstrate the enhancements to the BOC.

3.11.11 Task 11 Work Plan

#Offeror tasks to be included in the Work Plan to remediate and validate data in the BCIS database. This task should provide the BOC with a database that is correct.

3.11.12 Task 12 Work Plan

Offeror tasks to be included in the Work Plan to analyze and recommend alternatives to the BOC that will address its GIS requirements.

3.11.13 Tasks Common to All Tasks

Offeror tasks that are common to all tasks and are to be part of each Work Plan include, but are not necessarily limited to:

- a. #Submit a Work Plan that incorporates all Tasks on the date specified in Section 2.3, SIGNIFICANT DATES. The updated plan will include a written detailed description of what will be included and completed in each task. The Work Plan is required to identify the proposed number of hours required to complete each task.
- b. #Obtain approval from the Project Manager for any revisions to the Work Plan prior to the Contractor proceeding with any work on the project. Approved changes will become the Final Work Plan for the project.
- c. #Hold the initial meeting of the project on the Estimated Start Date specified in Section 2.3, SIGNIFICANT DATES. This meeting is called the Project Work Plan Presentation. At this meeting the Contractor will present the Work Plan to the Project Team. The Contractor will respond to any questions or concerns that were stated at the Project Work Plan Presentation within three working days of the presentation.
- d. Submit a weekly status report to the Project Manager. Progress being made on the project should be reported, along with any discrepancies, delays or other problems encountered in the course of performing the project tasks. Plans for resolving problems or correcting situations should be explained.
- e. Monitor the development of written documents to ensure the timeliness of completion of tasks.
- f. Review any written documents submitted by the Project Team to be included in the Plan.
- g. Prepare written recommendations to the Project Manager to address any Plan issues or problems. This will include any upgrades or changes of system

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software and hardware that might occur during the development of the Plan. If differences of opinion occur, the decision of the Project Manager shall be final.

- h. Respond in writing to the Project Manager concerning any questions or concerns presented by the Project Team. Contractor shall submit such correspondence within three working days and address it to the Project Coordinator.
- i. Submit all requests for information and scheduling of interviews in writing to the Project Manager. Requests for information are to be made 15 working days prior to a scheduled interview.

3.12 PROJECT MANAGEMENT

Once a contract is signed, the Project Manager will be the reviewing authority throughout the duration of the project covered by this RFP. The Project Manager will be actively involved in advising and working with the Contractor. The Project Manager will head up the project and will replace the PRC.

3.13 CONTRACTOR STAFFING

There are two types of personnel who can be assigned to the project: Those working directly for the Contractor as regular full-time or part-time employees and those subcontracted by the Contractor to work on this project. See Section 2.9.4.5, Project Organization and Staffing.

3.13.1 Contractor Employees

The names and resumes of personnel working directly for the Contractor and who will be assigned to this project must be submitted in the Proposal as Attachment A, STAFF RESUMES. All personnel for whom resumes are submitted must be employed by the Contractor before the Date of Contract Issuance as defined in Section 2.3, SIGNIFICANT DATES.

Personnel whose names and resumes are submitted shall not be removed from this project without prior approval of the Project Manager. Substitute or additional personnel shall not be used for this project until a resume is received and approved by the Project Manager.

The Project Manager shall have the right, and the Contractor will comply with any request, to remove personnel from all work on this project effective upon written notification to the Contractor by the Project Manager.

3.13.2 Subcontractor Staffing

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The names of all individuals and companies who will be performing work as subcontractors on this project must be submitted in the Proposal as Attachment E, SUBCONTRACTOR RESUMES AND REFERENCES. All individuals and companies who are to perform work as subcontractors must agree to be subcontracted by the Contractor before the Date of Contract Issuance as defined in Section 2.3, SIGNIFICANT DATES. The actual dates of the subcontract are dependent upon the scheduling of work based upon the Work Plan.

Subcontractors whose names and information submitted as part of Attachment E, SUBCONTRACTOR RESUMES AND REFERENCES, shall not be removed from this project without prior approval of the Project Manager. See Appendix D,

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SPECIAL CONDITIONS for further information regarding the removal of subcontractors from working on this project.

3.14 GENERAL REQUIREMENTS

3.14.1 Floor Space Requirements.

The floor space requirements of the equipment proposed must be the minimum possible. All space requirements must include service clearance.

3.14.2 Weight Requirements.

The maximum weight allowable for the proposed equipment is 1000 lbs. per square inch (PSI).

3.14.3 Power Requirements.

#The environmental power requirements of the equipment proposed must be the minimum possible. Power service available within the installation site is at most 208 volts, 60 Hz, 3 phase. The Offeror must certify that existing electrical sources are adequate for the equipment proposed.

3.14.4 Operational Environment.

#All proposed equipment must operate and maintain normal performance while operating within a temperature range of 73 to 77 degrees Fahrenheit and a relative humidity range of 45 to 55 percent. Air handlers installed at the ICSD Computer Room have an air flow capacity specification of 6980 cfm. BOC floor space is cooled to standard office requirements.

3.14.5 Additional Configuration Features.

Any system software and system utilities (Software) required to operate and to utilize the proposed equipment's functions and features, as described in this RFP, shall be either part of, or installed on the proposed equipment.

Contractor shall insure and shall certify that Software is functional and operational without any problems or software changes for the years 2000+.

3.14.6 Quality of Equipment.

Equipment furnished under these provisions and specifications shall be new. All equipment supplied shall be labeled and/or embossed with the manufacturer's name, logo, serial number, and/or part number. It shall be free from defects that may render it unfit for use. Damaged or rejected items must be immediately removed from the site and replaced with items of the quality required by these specifications.

Failure to replace or to remove any rejected item shall not relieve the contractor from the responsibility imposed upon it by the contract.

No payment, whether partial or final, shall be construed to be an acceptance of defective materials. The Contractor shall be liable for latent defects, fraud, or gross misrepresentations that amount to fraud.

The STATE may, at any time, by written order, stop the delivery of equipment not conforming to these specifications. Such stop order shall not relieve the

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contractor of the obligation to complete the contract within the contract time limits, nor shall it in any way terminate, cancel, or abrogate the contract or any part thereof.

3.14.7 Delivery.

The Contractor shall deliver the equipment to the installation site:

Server and related equipment:

ICSD Computer Center Kalanimoku Building
1151 Punchbowl Street, Room B-30
Honolulu, HI 96813

Workstations and Imaging related equipment:

Bureau of Conveyances
Kalanimoku Building
1151 Punchbowl Street, Room 122
Honolulu, Hawaii 96813

"Delivery" means the transportation of all equipment to the site; uncrating; unpacking; removal of crating, packing, and skidding; and the positioning of the equipment for installation.

The Contractor shall be responsible for the risk of loss or damages that occur during delivery and installation of the proposed equipment.

All loading, crating, and skidding used in the shipment of the equipment shall be the property of the Contractor and shall be removed by the Contractor from the STATE's premises immediately following the installation of equipment or as directed by the STATE.

3.14.8 Installation.

Installation shall be conducted under the direction and supervision of the Contractor's representative who shall be at the site during delivery and installation. Installation as described below, shall be completed in accordance with Final Work Plan Schedule.

Installation shall include at a minimum the following:

- a. Installation and configuration of Software on the proposed equipment in order for it to be operational and functional as described herein.
- b. Hookup or plug in of all electrical and other connections for each piece of equipment and proper attachment of any subassemblies to the equipment so that the equipment is operable and ready for the STATE's Acceptance Test.
- c. Coordination of installation of proposed equipment and training of ICSD personnel.
- d. Assignment of tasks to both Contractor's and ICSD personnel which shall be noted accordingly.

Late installation will subject the Contractor to the assessment of Liquidated Damages.

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In addition to the above, during the installation procedures, the Contractor will perform all other diagnostic routines normally run on a system of this nature and

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turn the equipment over to the STATE in good working order. The Contractor must certify in writing to the STATE that the equipment has been properly installed and is fully functional and ready to be used according the specifications as stated in this RFP.

The Contractor must notify the STATE, in writing, of the date installation is complete; i.e., that the equipment is installed, in good working order, and is ready for the Acceptance Test as described herein.

3.15 #EQUIPMENT SERVICE AND SUPPORT PERSONNEL REQUIREMENTS

The Offeror shall have a full-time staff of on-duty support personnel based on the island of Oahu.

Because of the importance that the STATE places on installation, maintenance and support, an adequately staffed local office is mandatory. Required staffing levels will insure the availability of support personnel in the event personnel become unavailable due to causes beyond the control of the Contractor.

Offeror's hardware maintenance personnel must be fully qualified and certified to maintain and service all proposed equipment. Proof of qualification acceptable to the STATE must be submitted in the Offeror's Proposal.

Offeror must also provide a telephone number to receive trouble calls and to provide a current status of calls referred for service. The phone line must be open and be able to handle calls 24 hours a day, seven (7) days a week including all holidays. This phone line must be available at no charge to the State.

3.16 HARDWARE MAINTENANCE REQUIREMENTS.

This section contains information pertaining to the Offeror's maintenance service for proposed equipment. The following items identify the minimum requirements of the STATE for hardware maintenance.

The Offeror shall propose hardware maintenance services for the equipment for two (2) one (1) year periods. The STATE shall have the option to contract for continued maintenance services for one (1) year terms each for two (2) years.

3.16.1 Diagnostic Tools and Test Equipment.

All special diagnostic tools and test equipment designated by the manufacturer as necessary to detect, isolate, and correct machine malfunctions shall be available at the local service office or ICSD Computer Center.

3.16.2 Periods of Maintenance Service.

The Contractor's hardware maintenance staff shall be available to respond on an on duty basis, twenty-four (24) hours a day, seven (7) days a week including all holidays. The STATE requires that the hardware maintenance staff call back within twenty (20) minutes after the initial trouble call. If the STATE requires on site assistance, the Contractor's hardware maintenance staff shall respond on site within two (2) hours of the initial trouble call unless other arrangements have been made with the STATE's permission.

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Any type of maintenance service on the proposed equipment will be scheduled with the approval of the Computer Center Supervisor and prior to the performance of it.

Offeror must offer maintenance services during the contract period after the expiration of the warranty period. Maintenance shall include preventative maintenance, remedial maintenance, and predictive maintenance. It shall also include providing replacement parts and equipment updates. This requirement identifies STATE's requirement for hardware maintenance. The STATE will further identify its response requirements for remedial maintenance for on site repair in Section 3.16.11 Hierarchy of Support. Offeror will not schedule any type of maintenance on the hardware at the same time other maintenance work is scheduled, whereby hardware becomes completely unavailable for a period of time.

3.16.3 Preventative Maintenance.

Preventative maintenance shall be provided on a schedule mutually agreed to between Contractor and STATE, and is intended to keep the equipment in a condition ready for ordinary use. Preventative maintenance shall include periodic inspection, cleaning, lubrication, adjustment and, as needed, replacement of parts or components of the equipment. Contractor shall specify in advance the length of time it will require for each such preventative maintenance visit for a specific item of equipment, and STATE shall make each such item available to Contractor to perform preventative maintenance. Preventative maintenance will be accomplished during times that are convenient to the STATE's work schedule and will comply with the STATE's security regulations. Preventative maintenance performed on computer hardware will be considered downtime.

3.16.4 Remedial Maintenance.

Contractor shall perform remedial maintenance at STATE's locations when STATE notifies Contractor of an equipment failure. Remedial maintenance shall include putting the equipment in good working order and repair, testing of failing systems, and at the option of the STATE, exchange of a machine which cannot be repaired within forty-eight (48) hours from time of on-site arrival or from the time ordered parts are received. Under an exchange, Contractor will provide an exchange machine. An exchange machine will be certified to be in working order and will be capable of performing normal ICSD Computer Center's production workloads and standards. The STATE reserves the right to reject an exchange machine after evaluating its performance.

3.16.5 Predictive Maintenance.

Contractor shall track, predict, and correct potential malfunctions on equipment to avoid adversely impacting the STATE. When transient error recording exceed established thresholds, maintenance will be scheduled and performed on indicated units to enhance STATE's system or equipment availability. Predictive maintenance will include:

- a. System and component status monitoring, logging and analysis procedures.
- b. Use of system diagnostics or tools to exercise equipment.
- c. Analysis of I/O error statistical reports.

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3.16.6 Replacement Parts.

During preventative maintenance, Contractor may install or replace parts as is necessary. Such parts may be new or refurbished as new. During remedial maintenance, Contractor will use only new parts or components, or reconditioned parts and components of equal quality. All parts and/or components thereof replaced become the property of the Contractor. Replacement parts will be provided as part of the basic maintenance service unless excluded herein.

3.16.7 Safety Devices.

Contractor will install, without charge, all safety devices it deems necessary.

3.16.8 Parts Availability.

The Offeror shall provide the STATE with a current parts inventory list for its proposed equipment that will be stored on Oahu at the Offeror's own expense. The list must include the descriptions and quantities of parts that will normally be stocked by the Offeror on the island of Oahu. The STATE reserves the right to verify the parts list with the manufacturer of the proposed equipment or to perform a site visitation.

The STATE requires that the Contractor have a local parts inventory of at least 95 percent of parts during the term of the contract to effect immediate repairs. In the event that a part is not available from the local parts inventory, the Contractor will be required to air ship the replacement component or part to Hawaii at its own expense and deliver it to the STATE's site within twenty-four (24) hours or by the next working day after the identification of the component or part for replacement or repair. The Offeror must be able to demonstrate a local parts inventory management system to the STATE upon request. The demonstration must include, but need not be limited to, showing the local inventory level/reorder procedures in order that the STATE may verify that parts availability levels are maintained.

In the event that an item of equipment is inoperative for more than twenty-four (24) hours due to equipment failure, the Contractor shall take one or more of the following actions at no additional cost to the STATE and subject to the STATE's approval:

- a. Provide backup equipment
- b. Provide on-site personnel for thorough analysis of the problem
- c. Provide replacement for the failing equipment

When the system is operational but not fully functional, replacement of the failing component, assembly, or part must be at the STATE's site within twenty-four (24) hours of identifying the need for replacement or repair or the next working day.

The STATE will be the sole judge in determining if the system is not operational or is operational, but not fully functional. In all cases, priority air shipment is required for expeditious delivery of required component, assembly, and/or part at the Contractor's own expense.

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3.16.9 Engineering Changes.

From time to time, the manufacturer may make technical equipment improvements to existing installed and operational equipment at the STATE. These are accomplished through field engineering changes. These engineering changes are not only desirable but shall be critical when they are prerequisites to the addition of features to equipment and when they are required to be consistent with the equipment configuration and microcode levels. Therefore, the Contractor must track the requirement for and the installation activity of these engineering changes on each model type of equipment. Services to perform engineering change, including parts, labor, equipment, transportation, etc., shall be furnished by the Contractor at no additional cost to the STATE. The Contractor must have the capability to effectively track engineering changes requirement to the equipment from the manufacturer. The STATE, prior to its issuance of Notice to Proceed, may require the Contractor to submit the Contractor's engineering changes tracking system for review. This engineering change tracking system shall include Contractor's procedures, plans, and/or methodology that will ensure effectiveness and efficiency.

The application of all engineering changes to equipment requires STATE's approval prior to commencement of work. The cost to perform engineering changes shall be included as part of this contract.

3.16.10 Equipment Modifications.

The Contractor shall accomplish all manufacturer-sponsored modifications or engineering changes to equipment. The all-inclusive cost to perform equipment modifications and/or engineering changes shall be included on this contract. Any equipment modification shall be done only with the approval of the STATE.

3.16.11 Hierarchy of Support.

The STATE recognizes that complex maintenance problems may occur which require service resources beyond that available at the local level. It therefore is mandatory that the Contractor make available to the STATE, at no extra charge, hierarchies of support to quickly isolate and resolve these complex equipment malfunctions. When equipment fails or becomes inoperative, corrective maintenance will be provided as follows:

- a. After Contractor's service personnel arrive at the STATE's installation to respond to a remedial maintenance call and the equipment malfunction has not been diagnosed and repair begun within two (2) hours of the time of arrival of the service personnel, the Contractor shall utilize second level technical support. In the event that four (4) additional hours elapse from the time of response at the second level of technical support and the equipment malfunction has not been diagnosed and repair begun, the Contractor shall utilize third level technical support. If such a failure remains unresolved for twelve (12) hours, a higher level of support service personnel will be invoked at no cost to the STATE.
- b. Second Level Technical Support. A local support engineer with additional training and/or experience who specializes in providing diagnostic assistance and/or repair expertise when a problem cannot be resolved at the initial level of support.

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- c. Third Level Technical Support. A specialist who has received in-depth specialized training and/or experience and who specializes in providing diagnostic assistance and consultation to assist on unusually complex problems that cannot be resolved at the first or second support levels.

The Offeror must include in Offeror's proposal the names, years of experience, and location of these specialists at each support level. For Third Level Support, the Offeror must provide name and location of the facility.

3.16.12 Maintenance Reports.

The Contractor shall furnish a maintenance report to the Computer Operations Supervisor at the Computer Center upon completion of each maintenance call. The report shall include, but is not limited to, the following:

- a. Date and time Contractor was notified
- b. Date and time of Contractor's personnel arrival
- c. Type and model number(s) of equipment
- d. Time spent for repair
- e. Description of malfunction
- f. List of parts replaced
- g. Additional charges, if applicable (Contractor shall obtain prior approval of the person accepting service performance for STATE)
- h. Date and time of turnover to STATE and signature of person accepting service performance for STATE
- i. Signature of person performing repair/maintenance

3.17 SOFTWARE MAINTENANCE REQUIREMENTS.

This section contains information pertaining to the maintenance of Software included in Offeror's proposal. The following items identify the minimum requirements of the STATE for software maintenance.

3.17.1 Error Correction.

Correction of all errors reported by STATE in Software that can be reproduced. If error cannot be reproduced, Contractor shall assist STATE in determining additional data necessary to resolve problem. Error correction shall be performed in accordance with the Response Time.

Contractor shall also inform the STATE of errors or "bugs" discovered in the Software by other users of the Software. For those fixes designated as not HIPER (High Impact and PERvasive), the STATE reserves the right to implement only those it deems necessary or beneficial, on a schedule complying with the STATE's requirements for maximizing the functionality of the Software. HIPER fixes will be implemented as directed by Contractor.

3.17.2 Updates.

Contractor shall provide STATE, at no additional cost, any updates, error corrections, modifications or enhancements (herein collectively called "Updates")

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for each Software under maintenance when such Updates are developed or published by Contractor and made generally available. These Updates include new releases and modifications, which do not change Software to the extent it, would qualify as a new version. A new version includes improvements or changes that require substantial or complete replacement to any or all of its components.

Upon request, any changes to program logic made under this Agreement shall be provided to STATE on any machine-readable media specified by STATE. There shall be no additional charges for this service.

3.17.3 Hotline Service.

Contractor shall provide STATE with assistance and consultation by phone to assist the STATE in resolving problems with the use of the Software, including but not limited to the verification, diagnosis, and correction of material errors and defects in the Software. This service must be available twenty-four (24) hours a day, every day of the year.

3.17.4 Withdrawn Software.

Contractor shall provide STATE with 12 months notice before withdrawing support for specific versions and releases of Software. Upon withdrawal of support, Contractor shall provide services on a best effort basis.

3.17.5 Response Times.

Contractor's software technical assistance using Hotline Service must be acknowledged by telephone within one (1) hour for problems with Software that render Software inoperative. For severe problems or problems that render Software operational but at a degraded level, telephone calls must be acknowledged within four (4) hours. For less severe problems, acknowledgement by telephone must be made within twenty-four (24) hours from the time STATE first reported the problem.

3.18 SOFTWARE TERMS AND CONDITIONS.

3.18.1 Grant of License.

Contractor shall grant to the STATE a perpetual, non-transferable, and non-exclusive license for all of the features and functionality contained in Software including all of the computer program(s) consisting of a series of instructions or statements in machine readable object code form, any revisions or updates provided by Contractor to STATE pursuant to the contract and the program documentation, for STATE users to use. Term of the license shall begin with the effective date of contract. STATE's rights under the resulting contract shall not be assigned, sublicensed, or otherwise encumbered or transferred by the STATE except with the prior written consent of the Contractor. Title in, and ownership of Software, shall remain at all times with the Contractor. The Term of the license shall coincide with the term of the contract.

3.18.2 Use and Protection of Software.

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Software shall be installed on the proposed system and shall be used by the STATE, its authorized employees and consultants and subcontractors under contract to the STATE working solely for the benefit of the STATE, and those

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Private Agencies authorized to access Software. STATE's sole responsibility for consultants and subcontractors on contract to the STATE will be limited to that described in the Other Software Requirements later in this section. STATE shall not permit or provide for transfer or reproduction of Software, or any portion thereof, to be placed on a computer not at the installation site, by physical or electronic means, unless specifically authorized. STATE shall not make or allow others to make copies or reproductions of Software, or any portion thereof, or documentation or derivative works, modifications or adaptations in any form without the prior written consent of the Contractor.

Except as expressly stated herein, the STATE may not alter, modify, or adapt Software, including but not limited to translating, reverse engineering, decompiling, disassembling, or creating derivative works, and may not take any other steps intended to produce a source language statement of Software or any part thereof without the Contractor's prior express written consent which shall not be unreasonably withheld.

STATE will be the sole owner of all codes developed or generated by or for the STATE through the use of Software, provided that such codes contain no source or object codes of Software. Further, the STATE will be the sole owner or custodian of data transmitted, received, or manipulated by Software.

The Contractor will authorize the STATE to copy and use Software for backup, archival, and disaster recovery purposes. Software may be used on a backup CPU whenever the ICSD's computer system is temporarily inoperable, until such CPU is restored to operation. Software may be used on a backup CPU concurrently for up to one (1) month for disaster recovery testing per year and for any period for actual disaster recovery.

3.18.3 Other Software Requirements.

STATE will reasonably protect all Software claimed to be confidential or proprietary information and at a minimum provide the same safeguards afforded its own confidential information. Contractor will keep confidential all information to which it has access in the performance of the contract executed pursuant to this RFP. Confidential information shall not include information now or hereafter in the public domain, information already in the possession of the other party, information obtained from another source without obligations of confidentiality, information independently developed, or information required by a court or government order or applicable law.

3.18.4 Warranty.

Contractor warrants that it has full power and authority to grant the license herein described. Contractor's obligation and liability under this Section shall be to obtain any authorization necessary to make effective the grant of license to the STATE to use Software, in such manner or method as determined by the Contractor, at the Contractor's own cost and expense.

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Contractor must warrant that Software will conform to the published product specifications and program documentation in effect at the effective date of acceptance. Contractor will further warrant that, for the term of the contract, Software will perform substantially in accordance with its documentation. Contractor is not required to warrant that the operation of Software will be error

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free. Contractor's obligation and liability shall be to replace or correct Software so that it will so perform. In its obligation to correct Software, the Contractor will also provide assistance and consultation to the STATE, at no additional charge to the STATE, for problem determination and resolution with the use of Software. This will include diagnosis and verification of problems, and correcting errors and defects in Software. STATE's sole remedies for damage or loss (except personal injury or property damage) arising from use of Software, Contractor services, or breach of warranty shall be the repair or replacement of Software. Contractor shall have no liability or responsibility for problems in Software caused by alteration or modification by the STATE not authorized by the Contractor, or for problems arising out of the malfunction of the STATE's equipment or other Software not supplied by the Contractor.

3.19 TIME OF PERFORMANCE

The successful Offeror shall begin work on the Estimated Start Date specified in Section 2.3, SIGNIFICANT DATES. Other than the period specified in Section 3.23, POST IMPLEMENTATION SUPPORT, and all work should be completed by the Estimated Completion Date as specified in Section 2.3, SIGNIFICANT DATES. The Estimated Completion Date is subject to change depending upon approval of the Final Work Plan.

3.20 #ACCEPTANCE PROCEDURE

An acceptance test will be performed for each TASK required by this RFP. If the Offeror includes additional TASK(s) an acceptance test will be performed for each.

In general, the actual acceptance of each TASK will be based on the actual operation of the components implemented by that TASK. To the extent possible testing should be performed with live data and documents. The duration of this test will be for a period of no less than thirty (30) working days from the time the Contractor transmits to the STATE a written notice that the TASK has been completed. This should include all tests required by the manufacturer.

Acceptance Testing for those TASK(s) that involve imaging, shall include the use of the integrated imaging technology and access from a remote site. ICSD technical staff will make only minimal system configuration changes, if any. Any of these changes shall not have any major impact on the operating systems and shall use application systems of BOC.

The equipment and/or Software will not be accepted and no charges shall be paid by the STATE until the replacement system, including integrated technology and access from remote sites and has successfully passed the STATE's Acceptance Test as specified below.

Upon successful completion of the Acceptance Test Period, the STATE shall notify the Contractor in writing of the STATE's acceptance of the installed system and authorize payments as provided herein.

3.20.1 #Task 1 Acceptance Test

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Acceptance Testing for this task shall be performed on each item of proposed equipment upon notification from the Contractor that the installation is completed. The Acceptance Test Period shall begin no later than 5 working days after Contractor's notification, and shall end when the equipment has satisfactorily

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passed the STATE's Acceptance Test as defined herein by operating in conformance with the manufacturer's published performance specifications and capabilities and program documentation. The STATE's Acceptance Test period shall be for a minimum of thirty (30) calendar days.

3.20.2 Task 2 Acceptance Test

The Acceptance Test for this task shall be a review of the documents and a structured walk through.

3.20.3 #Task 3 Acceptance Test

Acceptance Testing for this task shall be performed on each item of proposed equipment upon notification from the Contractor that the installation is completed. The Acceptance Test Period shall begin no later than 5 working days after Contractor's notification, and shall end when the equipment has satisfactorily passed the STATE's Acceptance Test as defined herein by operating in conformance with the manufacturer's published performance specifications and capabilities and program documentation. The STATE's Acceptance Test period shall be for a minimum of thirty (30) calendar days.

Acceptance Testing of the BCIS shall consist of shall consist of a period not to exceed ninety (90) days. During this period, the BCIS will be operated in parallel with the current systems. This will require the stable operation of the UNIX server's operating systems, system utilities, libraries and software/programs for a period of three months. The BOC will conduct random moment samples of documents to insure the accuracy of the system.

3.20.4 #Task 4 Acceptance Test

Acceptance Testing for this task shall be performed on each item of proposed equipment upon notification from the Contractor that the installation is completed. The Acceptance Test Period shall begin no later than 5 working days after Contractor's notification, and shall end when the equipment has satisfactorily passed the STATE's Acceptance Test as defined herein by operating in conformance with the manufacturer's published performance specifications and capabilities and program documentation. The STATE's Acceptance Test period shall be for a minimum of thirty (30) calendar days.

3.20.5 #Task 5 Acceptance Test

Acceptance Testing of this task shall be performed for a period not to exceed ninety (90) days. During this period, the BCIS will be examined for a period of not less than fifteen (15) working days to determine the accuracy of processing images integration. The test shall consist of an audit of all documents processed during the test period.

3.20.6 #Task 6 Acceptance Test

Acceptance Testing for this task shall be on a continuing basis, lasting till all back images are processed. The test shall consist of image quality assurance by image and a random moment sampling of these documents for proper integration into the system.

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3.20.7 #Task 7 Acceptance Test

Acceptance Testing for this task shall be performed on each item of proposed equipment upon notification from the Contractor that the installation is completed. The Acceptance Test Period shall begin no later than 5 working days after Contractor's notification, and shall end when the equipment has satisfactorily passed the STATE's Acceptance Test as defined herein by operating in conformance with the manufacturer's published performance specifications and capabilities and program documentation. The STATE's Acceptance Test period shall be for a minimum of thirty (30) calendar days.

3.20.8 #Task 8 Acceptance Test

Acceptance Testing for this task shall be performed on each item of proposed equipment upon notification from the Contractor that the installation is completed. The Acceptance Test Period shall begin no later than 5 working days after Contractor's notification, and shall end when the equipment has satisfactorily passed the STATE's Acceptance Test as defined herein by operating in conformance with the manufacturer's published performance specifications and capabilities and program documentation. The STATE's Acceptance Test period shall be for a minimum of thirty (30) calendar days.

3.20.9 #Task 9 Acceptance Test

Acceptance Testing for this task shall be performed on each item of proposed equipment upon notification from the Contractor that the installation is completed. The Acceptance Test Period shall begin no later than 5 working days after Contractor's notification, and shall end when the equipment has satisfactorily passed the STATE's Acceptance Test as defined herein by operating in conformance with the manufacturer's published performance specifications and capabilities and program documentation. The STATE's Acceptance Test period shall be for a minimum of thirty (30) calendar days.

3.20.10 #Task 10 Acceptance Test

Acceptance Testing for this task shall be performed on each item of proposed equipment upon notification from the Contractor that the installation is completed. The Acceptance Test Period shall begin no later than 5 working days after Contractor's notification, and shall end when the equipment has satisfactorily passed the STATE's Acceptance Test as defined herein by operating in conformance with the manufacturer's published performance specifications and capabilities and program documentation. The STATE's Acceptance Test period shall be for a minimum of thirty (30) calendar days.

3.20.11 #Task 11 Acceptance Test

Acceptance Testing for this task shall be on a continuing basis, lasting until the entire BCIS database has been scanned. The test shall consist of the following initial criteria:

- a. The stable operation of the UNIX server's operating systems, system utilities, libraries and software/programs for a period of three months.
- b. The stable operation of all components of the BOC LAN for a period of three months.

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- c. The stable operation of existing remote LCATS connections to the BCIS.
- d. The stable operation of the BCIS as an integrated and operational turn-key system.
- e. The full integration of current and historical document images with the BCIS index database.
- f. The completion of specific test scenarios developed by the BOC, which address known complex situations that require special attention.
- g. The image quality and a random moment sampling of these documents for proper integration into the system.

3.20.12 #Task 12 Acceptance Test

Acceptance Testing for this task shall consist of a presentation and submission of a written report by the Contractor. The BOC and ICSD will review and analyze the Study. The TASK will be accepted if it is clear and easily understood by the BOC and ICSD.

3.20.13 #Review of Task Acceptance Tests

The Project Manager and the Project Team will review the Contractor's evaluation of the Acceptance Test for the system to analyze the success of the test. Continuation of the implementation of the system is contingent upon this review and analysis.

Contractor will not be responsible for the failure of the test deemed beyond the Contractor's control by the Project Manager. If the Contractor is responsible for the failure, Contractor will be responsible to correct the system and provide another Acceptance Test for the system.

If the test results require any modifications to the test plan, the Contractor will provide the changes in writing to the Project Manager.

3.21 TRAINING

The Offeror shall propose training for State personnel in the areas identified below. The duration of training shall be commensurate with the topic. The STATE shall provide a site and facilities for all proposed training.

- a. Training for BOC Staff on the use of the BCIS
- b. Training for BOC Staff on the correct and efficient use of all hardware and software necessary to operate a minicomputer, PC, or workstation access the BCIS.
- c. Training for ICSD and BOC staff on the management and administration of all hardware and software that is part of the BCIS.
- d. Training specifically for BOC and ICSD staff on the integrated imaging facility of the BCIS.

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3.22 DELIVERABLE PRODUCTS AND SERVICES

If not specified elsewhere in this RFP, the number of hard copies or electronic copies of deliverables will be specified at a later date and agreed upon by the Contractor and the STATE.

3.22.1 Description of Deliverables

The deliverables are described as follows:

- a. The System including cost estimates.
- b. Executive Summary and Presentation of all deliverables.
- c. Complete definition of the replacement system design, complete documentation of each task of system development and implementation in accordance with an approved system development methodology.
- d. Development of documentation which shows clearly that the SDM/Structured or other approved methodology is being utilized. Such documentation shall be maintained on a word processing program that is compatible with ICSD's existing system; be kept current throughout the contract period; made readily available to the ICSD for examination at any time; and delivered to the ICSD upon completion of the contract.
- e. Detailed specifications for equipment, operating procedures, software, and related items necessary to implement the Plan.
- f. Procedure manuals, training manuals, operating manuals, and other pertinent documentation required for successful implementation and operation of the Plan.
- g. Training services as necessary, which are not provided by Contractors via separate bids.
- h. A Final Report following the completion of all tasks to review implementation and make any supplemental recommendations.

3.23 POST IMPLEMENTATION SUPPORT

The Contractor shall provide technical hardware and software maintenance support from 8:00 a.m. to 4:00 p.m., Hawaiian Standard Time (HST), except Hawaii State holidays. This support will be for a period of one (1) year with and optional one (1) year extension after the final acceptance and implementation of the BCIS. Additional support extensions must shall be part of the Vendors proposal but are at the option of the STATE.

3.24 MAINTENANCE OF OFFICES

During the project, it will be necessary for all members of the Project Team to work together. The Contractor shall maintain offices in Hawaii, preferably in the downtown Honolulu area. The STATE will not provide office space or office supplies for any contracted personnel. Contractor must provide and use their own personal computer, office space, and office equipment and supplies while compiling, analyzing, and developing the information required under the contract for services.

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The STATE may make available temporary workspace and equipment when possible, during the contact period, but not on a full time basis.

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APPENDIX J	BOC INFORMATION FLOW	J-1

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APPENDIX A

FORMS AND LETTERS

This appendix is included to aid the Offeror in submitting a proposal and to provide sample forms of letters.

FORMS

The following blank forms are included and must be submitted with the proposal:

TAX CLEARANCE PACKET

- NEW TAX CLEARANCE PROCEDURES, Effective December 1, 1997
- REVISED TAX CLEARANCE APPLICATION, FORM A-6, Effective February 1, 1998, information sheet
- TAX CLEARANCE APPLICATION, FORM A-6 (Rev.1998)
- INSTRUCTIONS FOR FORM A-6 TAX CLEARANCE APPLICATION (Rev.1998)

ICSD A-151, STAFF REFERENCE INFORMATION

ICSD A-152, CONTRACTOR REFERENCES

ICSD A-153, SUBCONTRACTOR REFERENCES

ICSD A-154, TECHNICAL POINT RESPONSE WORKSHEET

LETTERS

The following sample letters are included

COMPLIANCE REVIEW RESULTS NOTIFICATION

BEST & FINAL OFFER REQUEST

NOTICE TO PROCEED

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INFORMATION AND COMMUNICATION SERVICES DIVISION
STAFF REFERENCE INFORMATION

To be completed by Offeror. (See instructions on back of form).

OFFEROR INFORMATION

1. Name of Offeror

2. RFP Reference Number

STAFF INFORMATION

3. Proposed Staff Name on Résumé

4. Position

7. Phone Number

REFERENCE #1 INFORMATION

6. Reference Name

7. Phone Number

8. Title

9. Organization Name

10. Organization Address

REFERENCE #2 INFORMATION

6. Reference Name

7. Phone Number

8. Title

9. Organization Name

10. Organization Address

REFERENCE #3 INFORMATION

6. Reference Name

7. Phone Number

8. Title

9. Organization Name

10. Organization Address

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11. Additional Information.

ICSD A-151. STAFF REFERENCES

A. WHEN USED

To document references of staff proposed by an Offeror responding to an RFP.

B. GENERAL Please type or print when completing this form.

The Offeror information is required to identify the company or individual completing the form. The RFP Reference Number is required to associate the subcontractor information with a specific Offeror and RFP.

Three (3) information areas are used to document the references for a proposed member of the staff. Should the Offeror desire to submit more references for an individual, additional forms may be used or the additional information may be included in box 11, Additional Comments.

C. OFFEROR INFORMATION.

1. NAME OF OFFEROR. The name of the Offeror or company for which staff references are being submitted.
2. RFP REFERENCE NUMBER. The STATE's identification reference number associated with the RFP.

D. STAFF INFORMATION.

3. PROPOSED STAFF NAME ON RÉSUMÉS. The name of the person who is proposed as staff for the project and for whom a résumé has been submitted.
4. POSITION. The title or position of the person identified as Proposed Staff. i.e. Lead Consultant, Systems Analyst, Project Manager, Programmer, etc.
5. PHONE NUMBER. The area code and telephone number at which the individual identified as Proposed Staff can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the proposed staff person, the hours and time zone are to be noted above the phone number. i.e. Call 8-11am EDT or 1-5pm EDT; CALL only 8:30am-10:30am CST.

E. REFERENCE INFORMATION for #1, #2, and #3.

6. REFERENCE NAME. The full name of the person who is listed as a reference and can provide information about the Proposed Staff's experience and competence.
7. PHONE NUMBER. The area code and telephone number at which the Reference Name can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the Reference Name, the hours and time zone are to be noted above the phone number. i.e. CALL 8-11am EDT or 1-5pm EDT; CALL only 8:30am-10:30am CST.
8. TITLE. The title of the Reference Name, i.e., Director, MIS; Financial Analyst; Personal Friend, etc.
9. ORGANIZATION NAME. The name of the organization or company at which the Reference Name is employed.
10. ORGANIZATION ADDRESS. The business address of the organization of the Reference Name.
11. ADDITIONAL COMMENTS. Used for continuation notes or to document any other comments.

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**INFORMATION AND COMMUNICATION SERVICES DIVISION
CONTRACTOR REFERENCES**

To be completed by Offeror. (See instructions on back of form).

OFFEROR INFORMATION

1. Name of Offeror	2. RFP Reference Number
--------------------	-------------------------

CLIENT #1 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

CLIENT #2 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

CLIENT #3 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: End:
7. Contact Name/Title Phone Number:	
8. Scope of Services to be Rendered:	

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9. Additional Comments

.....
ICSD A-152. CONTRACTOR REFERENCES
.....

A. WHEN USED

To document client references or an Offeror responding to an RFP.

B. GENERAL

Please type or print when completing this form.

The Offeror information is required to identify the company or individual completing the form. The RFP Reference Number is required to associate the subcontractor information with a specific Offeror and RFP.

Three (3) information areas are used to document completed or in-progress projects on which the Offeror has worked. Different organizations are to be used for each client information reference. Current or recent projects are to be listed.

C. OFFEROR INFORMATION.

1. **NAME OF OFFEROR.** *The name of the Offeror or company for which client references are being submitted.*
2. **RFP REFERENCE NUMBER.** *The STATE's identification reference number associated with the RFP.*

D. CLIENT INFORMATION for #1, #2, and #3.

3. **ORGANIZATION NAME.** *The name of the organization or company that is being used as a reference for work which is similar to that detailed in the RFP response.*
4. **ORGANIZATION ADDRESS.** *The business address of the organization.*
5. **PROJECT NAME.** *The title or name of the project on which work is to be performed by the Offeror for the client.*
6. **PROJECT DATES.**

START. The date on which work on the project began.

END. The date that work was completed or the date on which the project ended. If work on the project is still in-progress, the END is the scheduled date of completion for work on the project.

7. **CONTACT.**

NAME. The full name of the person working for the client organization who is knowledgeable about the work performed by the Offeror. This person will be contacted and interviewed regarding the quantity, quality, and timeliness of work performed by the Offeror. Separate the NAME from the TITLE with a slash (/).

TITLE. The title of the contact person in the client organization. i.e. Systems Analyst, CEO, Project Leader, MIS Branch Chief, etc.

PHONE NUMBER. The area code and telephone number at which the contact person can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the contact person, the hours and time zone are to be noted above the phone number. i.e. CALL 8-11am EDT or 1-5pm EDT; CALL only 8:30am-10:30am CST.

8. **SCOPE OF SERVICES TO BE RENDERED.** *A brief paragraph describing the nature of the project, scope of work, and the project deliverables for the project performed for the client organization. Box #9 may be used for continuation or a separate sheet may be attached.*
9. **ADDITIONAL COMMENTS.** *Used for continuation notes or to document any other comments.*

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**INFORMATION AND COMMUNICATION SERVICES DIVISION
CONTRACTOR REFERENCES**

To be completed by Offeror. (See instructions on back of form).

OFFEROR INFORMATION

1. Name of Offeror	2. RFP Reference Number
--------------------	-------------------------

CLIENT #1 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: _____ End: _____
7. Contact Name/Title _____ Phone Number: _____	
8. Scope of Services to be Rendered:	

CLIENT #2 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: _____ End: _____
7. Contact Name/Title _____ Phone Number: _____	
8. Scope of Services to be Rendered:	

CLIENT #3 INFORMATION

3. Organization Name	4. Organization Address
5. Project Name	6. Project Dates Start: _____ End: _____
7. Contact Name/Title _____ Phone Number: _____	
8. Scope of Services to be Rendered:	

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9. Additional Comments

.....
ICSD A-152. CONTRACTOR REFERENCES
.....

A. WHEN USED

To document client references of an Offeror responding to an RFP.

B GENERAL Please type of print when completing this form.

The Offeror information is required to identify the company or individual completing the form. The RFP Reference Number is required to associate the subcontractor information with a specific Offeror and RFP.

Three (3) information areas are used to document completed or in-progress projects on which the Offeror has worked. Different organizations are to be used for each client information reference. Current or recent projects are to be listed.

C. OFFEROR INFORMATION.

1. NAME OF OFFEROR. The name of the Offeror or company for which client references are being submitted.
2. RFP REFERENCE NUMBER. The STATE's identification reference number associated with the RFP.

D. CLIENT INFORMATION for #1, #2, and #3.

3. ORGANIZATION NAME. The name of the organization or company that is being used as a reference for work which is similar to that detailed in the RFP response.
4. ORGANIZATION ADDRESS. The business address of the organization.
5. PROJECT NAME. The title or name of the project on which work is to be performed by the Offeror for the client.
6. PROJECT DATES.

START. The date on which work on the project began.

END. The date that work was completed or the date on which the project ended. If work on the project is still in-progress, the END is the scheduled date of completion for work on the project.

7. CONTACT.

NAME. The full name of the person working for the client organization who is knowledgeable about the work performed by the Offeror. This person will be contacted and interviewed regarding the quantity, quality, and timeliness of work performed by the Offeror. Separate the NAME from the TITLE with a slash (/).

TITLE. The title of the contact person in the client organization. i.e. Systems Analyst, CEO, Project Leader, MIS Branch Chief, etc.

PHONE NUMBER. The area code and telephone number at which the contact person can be reached during normal business hours. If there is an extension number, it is to be included. If there is a recommended time to call the contact person, the hours and time zone are to be noted above the phone number. i.e. CALL 8-11am EDT or 1-5pm EDT; CALL only 8:30am-10:30am CST.

8. SCOPE OF SERVICES TO BE RENDERED. A brief paragraph describing the nature of the project, scope of work, and the project deliverables for the project performed for the client organization. Box #9 may be used for continuation or a separate sheet may be attached.
9. ADDITIONAL COMMENTS. Used for continuation notes or to document any other comments.

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.....
ICSD A-154. WORKSHEET INSTRUCTIONS
.....

A. WHEN USED

By the Offeror to document where the technical points contained in the RFP specifications are addressed in an Offeror's Proposal.

By the Proposal Review Committee to facilitate the review of the Proposal.

B. GENERAL

Please type or print when completing this form.

This Worksheet was generated using the RFP table of contents, Section 4, Scope of Work.

This form is to be completed and returned as Attachment G of the Offeror's Proposal.

This Worksheet is used by the Offeror to generate a manual and page location cross-reference. The cross-reference is done on a point by point basis. It associates RFP requirements with location in the Offeror's Proposal at which the requirements are addressed.

C. RFP SPECIFICATION.

Under this heading are the headings that occur in the Table of Contents of the RFP along with the technical points occurring in the body of the RFP.

D. Cross Reference Location

in Offeror's Proposal

Under this heading are the blank line on which the Offeror is to record the section of the Proposal and the page number(s) on which the technical specification is addressed.

If the specification is NOT in the Proposal but is in a supporting manual, the name of the manual and the page number(s) are to be listed.

- _____ 1. If the specification is addressed in more than one location in the Offeror's Proposal and/or documentation, only the two (2) major cross-reference locations are to be given.

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TECHNICAL POINT RESPONSE

_____	2.	1.1	REQUEST FOR PROPOSALS OVERVIEW
_____	3.	1.2	BACKGROUND INFORMATION
_____	4.	1.3	PURPOSE OF THIS REQUEST FOR PROPOSALS#
_____	5.	1.4	STRUCTURE OF THIS REQUEST FOR PROPOSAL#
_____	6.	1.5	METHODOLOGY FOR DEVELOPING THE PROJECT
_____	7.	1.6	PROPOSAL REVIEW COMMITTEE
_____	8.	1.7	WITHDRAWAL OF PROPOSALS
_____	9.	1.8	COST OF PROPOSAL PREPARATION
_____	10.	1.9	DISPOSITION OF PROPOSALS
_____	11.	1.10	EXECUTION OF CONTRACT
_____	12.	1.11	USE OF FACSIMILES
_____	13.	1.12	APPROVALS
_____	14.	1.13	NON-DISCLOSURE
_____	15.	1.14	SITE VISITS
_____	16.	2.1	REQUEST FOR PROPOSALS OVERVIEW

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TECHNICAL POINT RESPONSE

_____	17. 2.2	PROPOSAL DUE DATE
_____	18. 2.3	SIGNIFICANT DATES
_____	19. 2.4	PROCUREMENT OFFICER AND CONTACT PERSON
_____	20. 2.5	INTENTION TO PROPOSE
_____	21. 2.6	AUTHORIZATION TO UTILIZE ANOTHER METHODOLOGY
_____	22. 2.7	WRITTEN INQUIRIES
_____	23. 2.8	AVAILABLE DOCUMENTATION
_____	24. 2.9	PROPOSAL CONTENT
_____	25. 2.9.1	Transmittal Letters
_____	26. 2.9.2	Offeror's Letter
_____	27. 2.9.3	Subcontractor's Statement
_____	28. 2.9.4	Proposal
_____	29. 2.9.4.1	Introduction
_____	30. 2.9.4.2	Required Proposal Letters
_____	31. 2.9.4.3	Executive Summary
_____	32. 2.9.4.4	Project Approach, Work Plan and Schedule

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TECHNICAL POINT RESPONSE

- _____ 33. 2.9.4.5 Project Organization and Staffing
- _____ 34. 2.9.4.6 Offeror Background and Experience
- _____ 35. 2.9.4.7 #Price
- _____ 36. 2.9.4.8 Certification
- _____ 37. 2.10 PACKAGING OF PROPOSAL
- _____ 38. 2.11 BEST & FINAL OFFER
- _____ 39. 2.12 PACKAGING OF BEST & FINAL OFFER
- _____ 40. 2.13 EVALUATION COMMITTEE
- _____ 41. 2.14 PROPOSAL COMPLIANCE REVIEW
- _____ 42. 2.15 SUBSTANTIVE EVALUATION#
- _____ 43. 2.16 NON-DISCLOSURE OF PROPOSALS
- _____ 44. 2.17 DISCUSSIONS
- _____ 45. 3.1 GENERAL STATEMENT
- _____ 46. 3.2 PRIMARY OBJECTIVE
- _____ 47. 3.3 CHARACTERISTICS OF THE NEW LCAT
AND REGULAR SYSTEM
- _____ 48. 3.4 THE CURRENT ENVIRONMENT

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TECHNICAL POINT RESPONSE

- | | | | |
|-------|-----|--------|----------------------------|
| _____ | 49. | 3.5 | ENHANCEMENTS |
| _____ | 50. | 3.5.1 | Consistent. |
| _____ | 51. | 3.5.2 | LAN. |
| _____ | 52. | 3.5.3 | Operating System Standard. |
| _____ | 53. | 3.5.4 | Standard Hardware. |
| _____ | 54. | 3.5.5 | Training. |
| _____ | 55. | 3.5.6 | Redundancy. |
| _____ | 56. | 3.5.7 | Access to Information. |
| _____ | 57. | 3.5.8 | Fees. |
| _____ | 58. | 3.5.9 | Standardization. |
| _____ | 59. | 3.5.10 | Safeguards. |
| _____ | 60. | 3.5.11 | Data Analysis. |
| _____ | 61. | 3.5.12 | Data Migration. |
| _____ | 62. | 3.5.13 | Backward Compatibility. |
| _____ | 63. | 3.5.14 | Working System. |
| _____ | 64. | 3.5.15 | Disaster Recovery. |
| _____ | 65. | 3.5.16 | Access Security. |

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TECHNICAL POINT RESPONSE

- _____ 66. 3.5.17 Minimize Disruptions.
- _____ 67. 3.6 IMAGING REQUIREMENTS
- _____ 68. 3.6.1 General Imaging Requirements
- _____ 69. 3.6.1.1 The imaging technology proposed must support both locally attached workstations and those that are remotely connected to the imaging server by telecommunications lines.
- _____ 70. 3.6.1.2 #The proposed system must integrate the BOC's current microfilm capture procedure.
- _____ 71. 3.6.1.3 The proposed system must permit any BOC user, with proper hardware and software, to retrieve and view images from the proposed BCIS.
- _____ 72. 3.6.1.4 The Offeror's proposal must identify the hardware and software needed to adapt imaging to a variety of needs.
- _____ 73. 3.6.1.5 The system shall run on server hardware that can effectively and efficiently support workflow and imaging for the BOC.
- _____ 74. 3.6.1.6 Jukeboxes must allow for definable allocation of files so that individual platters reflect appropriate BOC retention schedules.
- _____ 75. 3.6.1.7 #The system must meet any legal requirements for image storage and retrieval while providing the fastest access times possible.
- _____ 76. 3.6.1.8 The system shall support batch scanning.

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TECHNICAL POINT RESPONSE

- _____ 77. 3.6.1.9 #The system shall provide effective methods for scanning and indexing long (maximum 8 1/2"x 14") documents and address the long term goal of incorporating map images.
- _____ 78. 3.6.1.10 The proposed system must be able to scan and recognize bar code information.
- _____ 79. 3.6.1.11 Offerors must include a two-sided scanner since the BOC receives approximately 200 doubled-sided documents a day.
- _____ 80. 3.6.1.12 Users within the BOC shall be able to retrieve an 8 1/2" X 14" document stored on a jukebox in less than 15 seconds (disk mount time and image view time). Please include documentation for jukebox response time.
- _____ 81. 3.6.1.13 An image for viewers at a remote site shall be available for transmission in less than 15 seconds.
- _____ 82. 3.6.1.14 Users shall be able to retrieve a page from an active file on magnetic media in less than 2 seconds.
- _____ 83. 3.6.1.15 From magnetic media, users shall be able to turn from one page in a document to another in less than 1 second.
- _____ 84. 3.6.1.16 The system shall provide zoom capabilities.
- _____ 85. 3.6.1.17 The retrieval screen shall display both the index and the imaged document, simultaneously side by side.

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TECHNICAL POINT RESPONSE

- _____ 86. 3.6.1.18 The system shall allow staff to index documents while looking at the documents online.
- _____ 87. 3.6.1.19 #The system should allow for the long term goal of scanning and printing oversized maps.
- _____ 88. 3.6.1.20 The system must allow for 64 electronic comments with 256k minimum per note for each image, visually associated with the document or map.
- _____ 89. 3.6.1.21 It is desirable that these be the electronic form of Postit type notes.
- _____ 90. 3.6.1.22 Image file formats must support the Consultative Committee for International Telephone and Telegraph (CCITT) Group III and IV standard. Images shall be scanned in at a minimum of 200 dpi for most documents and 300X400 dpi for documents with small fonts, handwriting, or detailed line art.
- _____ 91. 3.6.1.23 Users shall be able to browse through documents and quickly retrieve selected pages.
- _____ 92. 3.6.1.24 Users shall be able to print groups of pages from a long document by simply identifying the range of page numbers, such as 3-5,8-10.
- _____ 93. 3.6.1.25 Users shall be able to display two pages of the same document side by side. 301203
- _____ 94. 3.6.1.26 The proposed system must have the ability to scan images in random order and present them later in sequence by Official Record Number. (Labels with OR Number will have been attached as part of cashiering).
-

TECHNICAL POINT RESPONSE

- _____ 95. 3.6.1.27 The proposed system must provide image enhancement capabilities to assure good quality images from scanned documents.
- _____ 96. 3.6.1.28 The proposed system must provide the State with the capability to correct the stored image of documents. The original document number must be retained. The legal integrity of the document must be preserved.
- _____ 97. 3.6.1.29 The proposed system must permit the capability to generate microfilm images of all scanned documents and map images.
- _____ 98. 3.6.1.30 The proposed system must maintain and report statistics for the scanning process to include number of documents scanned, number of pages scanned, broken down by operator, and the number of errors encountered. *These must be*
- _____ 99. 3.6.1.30 *accumulated and reported on a daily or monthly basis at the minimum.*
- _____ 100. 3.6.1.31 The system must be able to export imaging statistics to any major spreadsheet package.
- _____ 101. 3.6.2 Application Image Processing Requirements
- _____ 102. 3.6.2.1 The system must recognize when a document is scanned with another document as an attachment.
- _____ 103. 3.6.3 Database Requirements **301204**
- _____ 104. 3.6.3.1 The database must be a production class DBMS to ensure data integrity at all times, which includes back-ups and recovery
-

TECHNICAL POINT RESPONSE

capabilities. The preferred databases are DB2 or Oracle. If alternative databases are suggested, please indicate the reason for supporting the alternative.

- _____ 105. 3.6.3.2 Capabilities for index and image maintenance and access.
- _____ 106. 3.6.3.3 Automatic error detection and recovery.
- _____ 107. 3.6.3.4 Dynamic backup of in progress updates after process failure.
- _____ 108. 3.6.3.5 All transactions that have not completed successfully as a result of a power failure, *failure of any software related to BCIS, failure* or unplanned emergency shutdown of any equipment must be backed out. The term completed shall mean the confirmed storage of data related to any part of the transaction. The offeror shall detail his level of compliance with this requirement.
- _____ 109. 3.6.3.6 Maintenance of accurate and duplicate audit *record on separate physical medium.*
- _____ 110. 3.6.3.7 Support for mirrored (duplicate) images.
- _____ 111. 3.6.3.8 Locking mechanisms to guarantee data integrity.
- _____ 112. 3.6.3.9 Deadlock detection and prevention.
- _____ 113. 3.6.3.10 Multi-threaded processing to speed access time between users and the database.

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TECHNICAL POINT RESPONSE

- _____ 114. 3.6.3.11 Concurrent processing of more than one user request accessing the database at the same time.
- _____ 115. 3.6.3.12 Formatting of fields and rule based edits by the system administrator.
- _____ 116. 3.6.3.13 A complete audit trail of revisions changes and edits to information in the database.
- _____ 117. 3.6.3.14 #Backups at a preset time without interrupting database access. Incremental backups shall be supported.
- _____ 118. 3.6.3.15 The ability for all fields to be marked "required" or "not required" depending on the type of data being entered.
- _____ 119. 3.6.3.16 Different security levels within the same database for documents.
- _____ 120. 3.6.3.17 The ability for users to generate reports and queries according to their needs.
- _____ 121. 3.6.3.18 Online, context sensitive help.
- _____ 122. 3.6.3.19 Online training facilities for end-users.
- _____ 123. 3.6.3.20 "Hot key" capability to move from screen to screen, software to software.
- _____ 124. 3.6.3.21 Both menu and key codes for customers.
- _____ 125. 3.6.3.22 Consistent terminology within a screen, from screen to screen, and in online help and vendor documentation.

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TECHNICAL POINT RESPONSE

- _____ 126. 3.6.3.23 Current optical image available online.
- _____ 127. 3.6.3.24 Optical image available offline (with platter identified).
- _____ 128. 3.6.3.25 Microfilm image available (with reel and image identified).
- _____ 129. 3.6.3.26 No image available.
- _____ 130. 3.6.4 Optical Scanner Requirements
- _____ 131. 3.6.4.1 Scan heavy card stock
- _____ 132. 3.6.4.2 Capture pencil and light markings
- _____ 133. 3.6.4.3 Scan a minimum of 8 pages per minute for low volume applications
- _____ 134. 3.6.4.4 Scan 8.5 x 11 and 8.5 X 14 size documents
- _____ 135. 3.6.4.5 #Scan maps up to 18" x 26" depending on the needs of the department. Some older maps have canvas. This requirement is to be a part of Section 3.10.12, Task 12 IS Requirements Study.
- _____ 136. 3.6.4.6 Backing; scanners should be able to feed these documents effectively. Must be able to sheet feed full range of documents including standard 8 1/2" X 11" and 8 1/2" X 14".
- _____ 137. 3.6.4.7 The proposed system must be capable of utilizing standard brand name laser printers.

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TECHNICAL POINT RESPONSE

- _____ 138. 3.6.4.8 Optical storage configuration shall include optical disk storage devices that provide the option of selecting WORM or erasable media on the same jukebox. Depending on the department or need, there will be a requirement to migrate images from WORM to erasable to allow editing of documents on erasable media that are also recorded on WORM for unalterable storage.
- _____ 139. 3.6.4.9 Produce templates to be used to scan in document information required for indexing purposes. The proposed system should also prompt user when it is not able to recognize the information to be captured. This will reduce the effort to manually key in information.
- _____ 140. 3.7 GENERAL NETWORK REQUIREMENTS
- _____ 141. 3.7.1 Inter-Island Communications
- _____ 142. 3.7.2 Local Area Network Requirements
- _____ 143. 3.7.3 Minicomputer and Work Station Requirements
- _____ 144. 3.8 UNIX SERVER
- _____ 145. 3.9 REMOTE ACCESS REQUIREMENTS
- _____ 146. 3.9.1 Secure Access.
- _____ 147. 3.9.2 Cost Effective.
- _____ 148. 3.9.3 Operational Impact.
- _____ 149. 3.9.4 Neighbor Island Access.

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TECHNICAL POINT RESPONSE

_____	150. 3.10	#IMPLEMENTATION PLAN
_____	151. 3.10.1	Task 1: Implementing a basic BOC network
_____	152. 3.10.2	Task 2: BCIS Requirements Verification
_____	153. 3.10.3	Task 3: Replacement of the Land Court Systems
_____	154. 3.10.4	Task 4: Implementing Imaging Capability on the BOC network
_____	155. 3.10.5	Task 5: Implementing imaging capability to BCIS
_____	156. 3.10.6	Task 6: Load Back Microfilm Images
_____	157. 3.10.7	Task 7. Enable Remote Access to Text Data
_____	158. 3.10.8	Task 8. Enable Remote Access to Image Data
_____	159. 3.10.9	Task 9. Enable Public Access to Text Data
_____	160. 3.10.10	Task 10. Enable Public Access to Image Data
_____	161. 3.10.11	Task 11: Data Remediation
_____	162. 3.10.12	Task 12: GIS Requirements Study
_____	163. 3.11	#WORK PLAN
_____	164. 3.11.1	Task 1 Work Plan
_____	165. 3.11.2	Task 2 Work Plan

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TECHNICAL POINT RESPONSE

_____	166. 3.11.3	Task 3 Work Plan
_____	167. 3.11.4	Task 4 Work Plan
_____	168. 3.11.5	Task 5 Work Plan
_____	169. 3.11.6	Task 6 Work Plan
_____	170. 3.11.7	Task 7 Work Plan
_____	171. 3.11.8	Task 8 Work Plan
_____	172. 3.11.9	Task 9 Work Plan
_____	173. 3.11.10	Task 10 Work Plan
_____	174. 3.11.11	Task 11 Work Plan
_____	175. 3.11.12	Task 12 Work Plan
_____	176. 3.11.13	Tasks Common to All Tasks
_____	177. 3.12	PROJECT MANAGEMENT
_____	178. 3.13	CONTRACTOR STAFFING
_____	179. 3.13.1	Contractor Employees
_____	180. 3.13.2	Subcontractor Staffing
_____	181. 3.14	GENERAL REQUIREMENTS
_____	182. 3.14.1	Floor Space Requirements.

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TECHNICAL POINT RESPONSE

_____	183. 3.14.2	Weight Requirements.
_____	184. 3.14.3	Power Requirements.
_____	185. 3.14.4	Operational Environment.
_____	186. 3.14.5	Additional Configuration Features.
_____	187. 3.14.6	Quality of Equipment.
_____	188. 3.14.7	Delivery.
_____	189. 3.14.8	Installation.
_____	190. 3.15	#EQUIPMENT SERVICE AND SUPPORT PERSONNEL REQUIREMENTS
_____	191. 3.16	HARDWARE MAINTENANCE REQUIREMENTS.
_____	192. 3.16.1	Diagnostic Tools and Test Equipment.
_____	193. 3.16.2	Periods of Maintenance Service.
_____	194. 3.16.3	Preventative Maintenance.
_____	195. 3.16.4	Remedial Maintenance.
_____	196. 3.16.5	Predictive Maintenance.
_____	197. 3.16.6	Replacement Parts.
_____	198. 3.16.7	Safety Devices.

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TECHNICAL POINT RESPONSE

- _____ 199. 3.16.8 Parts Availability.
- _____ 200. 3.16.9 Engineering Changes.
- _____ 201. 3.16.10 Equipment Modifications.
- _____ 202. 3.16.11 Hierarchy of Support.
- _____ 203. 3.16.12 Maintenance Reports.
- _____ 204. 3.17 SOFTWARE MAINTENANCE
REQUIREMENTS.
- _____ 205. 3.17.1 Error Correction.
- _____ 206. 3.17.2 Updates.
- _____ 207. 3.17.3 Hotline Service.
- _____ 208. 3.17.4 Withdrawn Software.
- _____ 209. 3.17.5 Response Times.
- _____ 210. 3.18 SOFTWARE TERMS AND CONDITIONS.
- _____ 211. 3.18.1 Grant of License.
- _____ 212. 3.18.2 Use and Protection of Software.
- _____ 213. 3.18.3 Other Software Requirements.
- _____ 214. 3.18.4 Warranty.

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TECHNICAL POINT RESPONSE

_____ 215. 3.19	TIME OF PERFORMANCE	
_____ 216. 3.20	#ACCEPTANCE PROCEDURE	
_____ 217. 3.20.1	#Task 1 Acceptance Test	
_____ 218. 3.20.2	Task 2 Acceptance Test	
_____ 219. 3.20.3	#Task 3 Acceptance Test	
_____ 220. 3.20.4	#Task 4 Acceptance Test	
_____ 221. 3.20.5	#Task 5 Acceptance Test	
_____ 222. 3.20.6	#Task 6 Acceptance Test	
_____ 223. 3.20.7	#Task 7 Acceptance Test	
_____ 224. 3.20.8	#Task 8 Acceptance Test	
_____ 225. 3.20.9	#Task 9 Acceptance Test	
_____ 226. 3.20.10	#Task 10Acceptance Test	
_____ 227. 3.20.11	#Task 11 Acceptance Test	
_____ 228. 3.20.12	#Task 12 Acceptance Test	
_____ 229. 3.20.13	#Review of Task Acceptance Tests	
_____ 230. 3.21	TRAINING	301213
_____ 231. 3.22	DELIVERABLE PRODUCTS AND SERVICES	

TECHNICAL POINT RESPONSE

_____ 232. 3.22.1 Description of Deliverables

_____ 233. 3.23 POST IMPLEMENTATION SUPPORT

_____ 234. 3.24 MAINTENANCE OF OFFICES

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APPENDIX B

SPECIAL PROVISIONS

The Special Provisions is included in this appendix as a separate document. All subsequent references relate only to this document.

For this RFP, there are no Special Provisions.

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APPENDIX C

GENERAL CONDITIONS

The General Conditions is included in this appendix as a separate document. All subsequent page references in this appendix relate only to this document.

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APPENDIX D

SAMPLE CONTRACT FORM

The following sample contract form is included in this appendix as a separate document meant to provide prospective Offerors with an idea of the general provisions that will be incorporated into the contract.

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APPENDIX E

PROPOSAL COMPLIANCE REVIEW

FOR RFP No. ICS-FY-99-nn

MONTH, 1999

NAME OF OFFEROR:

PROPOSAL REVIEW CHECKLIST:

Part 1: Proposal Opening Review

- _____ 1. The Proposal package or envelope was received by the deadline specified in Section 2.4, SIGNIFICANT DATES.
- _____ 2. The package, which contains the Proposal, is marked "DAGS PROPOSAL TO CONSOLIDATE MULTIPLE UNIX SERVERS, RFP No. ICS-FY-YY-NN" and includes ICSD's address.
- _____ 3. The package or envelope indicates the name, address, telephone number and fax number of the Offeror.
- _____ 4. The package or envelope was sealed.

Part 2: Proposal Organizational Review

- _____ 5. There are four (4) sets of the Proposal. One is single-sided, unbound, marked "ORIGINAL", and is signed by someone with the authority to commit Offeror. The others are marked as "COPY _____ of 4".
- _____ 6. The Proposal includes the following section titles:

Section I	TRANSMITTAL LETTER
Section II	EXECUTIVE SUMMARY
Section III	PROJECT APPROACH, WORK PLAN AND SCHEDULE
Section IV	PROJECT ORGANIZATION AND STAFFING
Section V	BACKGROUND AND EXPERIENCE
Section VI	WARRANTIES
Section VII	PRICE
Section VIII	CERTIFICATION
Attachment A	STAFF RÉSUMÉS
Attachment B	STAFF REFERENCES
Attachment C	FINANCIALS
Attachment D	REFERENCES
Attachment E	TAX CLEARANCE
Attachment F	SUBCONTRACTOR INFORMATION

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Attachment G TECHNICAL POINT RESPONSE
WORKSHEET
Attachment H TRAINING
Attachment I-Z (as assigned by Offeror)

- _____ 7. The accompanying transmittal letter is in the form of a standard business letter on official business letterhead paper and is signed by an individual authorized to legally bind the Offeror.
- _____ 8. The transmittal letter includes the following information:
 - a. A statement indicating that the Offeror is a corporation or other legal entity, or sole proprietor.
 - b. A statement that the Offeror is or will be registered to do business in Hawaii and will have obtained a State General Excise Tax License by the start of work.
 - c. A statement acknowledging that all addenda to this RFP have been received by the Offeror. If no addenda have been received, a statement to that effect is included.
 - d. A statement that the Offeror's prices listed in the Proposal are firm and shall remain so throughout the period during which the contract is issued and the work is performed.
- _____ 9. If the use of one or more subcontractors is proposed, a statement from each subcontractor is appended to the Transmittal Letter and signed by an individual authorized to legally bind the subcontractor and stating:
 - a. The general scope of work to be performed by the subcontractor.
 - b. Subcontractor's willingness to perform the work indicated.
- _____ 10. Attachment A, STAFF RÉSUMÉS, includes a résumé for each person who appears on the organization chart contained in Section IV, PROJECT ORGANIZATION AND STAFFING.
- _____ 11. Attachment B, STAFF REFERENCES, includes at least one (1) ICSD A-151, STAFF REFERENCE INFORMATION form for each person for whom a résumé is submitted.
- _____ 12. Any and all corrections are initialed in ink by the person signing the proposal for the Offeror. They are legible and recognizable.
- _____ 13. Attachment D, REFERENCES, includes at least one (1) ICSD A-152, CONTRACTOR REFERENCED form containing three (3) business references.
- _____ 14. Attachment E, TAX CLEARANCE, includes the tax clearance forms with the State and the Federal approval stamps. 301219
- _____ 15. Attachment F, SUBCONTRACTOR INFORMATION. If

APPENDIX E

subcontractors are NOT to be used, a statement to that effect is all that appears in this attachment. If subcontractors are used, the following applies: For each subcontractor there is at least one (1) completed form ICSD A-153, SUBCONTRACTOR REFERENCES form listing three (3) references for that subcontractor. In addition to the completed A-153 forms, there is an organization chart for each subcontractor; there are résumés for each person on the organization chart; there is at least one (1) ICSD A-151, STAFF REFERENCE INFORMATION form for each person for whom a résumé is submitted.

- _____ 16. The State and Federal tax clearance dates are valid as of the solicitation ad date or any date thereafter up to the Proposal Due date specified in Section 2.4, SIGNIFICANT DATES.
- _____ 17. Any and all modifications or corrections to the ORIGINAL are made in ink and initialed in ink by the person signing the proposal for the Offeror.
- _____ 18. All changes that are made to the ORIGINAL are legible and the initials are recognizable.
- _____ 19. All changes that are made to the ORIGINAL also appear in all copies of the proposal.

Part 3: Reference Checking Review

- _____ 20. The Proposal has passed the Proposal Review Committee (PRC) procedure for Staff Checking for personal references and employment verification of people for whom résumés were submitted.
- _____ 21. The Proposal has passed the PRC procedure for Business Checking for review of the financial background and verification of client references whose names were submitted.
- _____ 22. The Proposal has passed the PRC procedure for Subcontractor Checking for employment verification of people for whose résumés were submitted with this RFP, for verification of subcontractor client references, and for subcontractor financial background.

Part 4: Preliminary Content Review

- _____ 23. Section II, EXECUTIVE SUMMARY, provides an overview of the entire proposal.
- _____ 24. Section III, PROJECT APPROACH, WORK PLAN AND SCHEDULE, includes a description of the approach, a work plan and a detailed schedule.
- _____ 25. Section IV, PROJECT ORGANIZATION AND STAFFING, includes the following:

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APPENDIX E

a. An organization chart showing the chain of authority and responsibility of the Offeror's project personnel.

b. Descriptions of projects completed by the Offeror and, for each, includes the client's name, a brief description of the project, the time period of the project and the computer environment used.

_____ 26. Section V, BACKGROUND AND EXPERIENCE, identifies any litigation currently impacting the Offeror. If there is no litigation, a statement to that effect is included.

_____ 27. Section VI, WARRANTIES, contains warranties consistent with the minimums specified in Section 4.16.4, SOFTWARE WARRANTY.

_____ 28. Section VII, PRICE, contains a detailed breakdown of the total price as specified in Section 5.3.8, Price.

_____ 29. Section VIII, CERTIFICATION, contains the following statements:

a. The prices and cost data were arrived at independently, without consultation, communication, or agreement with any other Offeror or competitor.

b. Unless otherwise required by law, the prices and cost data which were submitted have not been knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor prior to the award of the contract.

c. No attempt was made or will be made by the Offeror to induce any other person or firm to submit or not to submit a price for the purpose of restricting competition.

d. The proposal shall remain in effect for six (6) months following the date that Proposals are due.

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APPENDIX F

LETTER OF NON-DISCLOSURE

Date: _____

Department of Accounting and General Services
Information and Communication Services Division
1151 Punchbowl Street
Honolulu, HI 96813

Dear Sirs:

The undersigned agrees that SDM/Structured (hereinafter PRODUCT) is a proprietary product owned by AGS Management Systems, Inc. and has no right to the PRODUCT except to use it in connection with system development, maintenance, or enhancement work and preparation of bid/proposal for such a project. All reasonable precautions to ensure the full confidentiality of this PRODUCT and any modification thereto or derivatives therefrom will be taken.

The undersigned further agrees to the following:

1. The PRODUCT shall not be copied or duplicated nor disclosed to any one except the employees of the STATE OF HAWAII in connection with their work for the specified project.
2. The PRODUCT or any derivatives shall not be used to compete against AGS Management Systems, Inc. nor for any other purposes except in relation to the work for the specified project.
3. The undersigned shall have no right to any modifications to or derivatives from the PRODUCT which are produced under the project.
4. All PRODUCT documents and materials shall be returned and no copies retained. All PRODUCT documents or materials shall be delivered to the State no later than the completion date of the project or earlier termination of the date bid/proposal submissions are due, as the case may be.
5. All notes, memoranda, or work papers which are prepared for work under the project and which discuss or relate to the PRODUCT shall be delivered to the State. The delivery shall occur no later than the completion date of the project or earlier termination or the date bid/proposal submissions are due, as the case may be.

AGREED TO BY:

Company Name _____

Authorized Signature _____

Print Name _____

Title _____

Date _____

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APPENDIX G

ADDENDUM LOG

The following Addenda have been issued:

<u>Addendum-id</u>	<u>Addendum Title</u>	<u>Issue Date</u>
--------------------	-----------------------	-------------------

No Addenda issued.

End-of-log-entries.

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APPENDIX H

GLOSSARY

This Glossary is organized into two parts, each of which is in alphabetical sequence:

ACRONYMS AND ABBREVIATIONS

BREGS	Business Registration System
CNIT	Comprehensive Net Income Tax System
DAGS	Department of Accounting and General Services
DOTAX	Department of Taxation
H.A.R.	Hawaii Administrative Rules
HRS	Hawaii Revised Statutes
HST	Hawaiian Standard Time
ICSD	Information and Communication Services Division, DAGS
IFB	Invitation for Bid
PC	Personal Computer
PRC	Proposal Review Committee
PVL	Professional and Vocational Licensing system
RFP	Request for Proposals
PSB	Production Services Branch of ICSD, DAGS
SSB	Systems Services Branch of ICSD, DAGS
UPS	Uninterrupted Power Supply

TERMS AND DEFINITIONS

Best and Final Offer

The last opportunity for a Priority Listed Offeror to modify the Proposal with respect to price, terms, technical requirements, and additional enhancements over and above requirements.

Central Computing Site, or Central Site

The computer facility located in the State's Kalanimoku Building.

the Department

The Department of Accounting and General Services.

DP Coordinator, or Data Processing Coordinator

The departmental or agency employee that a department or agency designates to be the person through whom all technical and data processing communication with ICSD is performed.

Issuing Officer

The individual within the Department who is responsible for preparing,

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APPENDIX H

advertising, and issuing specifications for an IFB or RFP; and who is responsible for making the recommendation to proceed with the procurement process.

Offeror

An individual Contractor or Contractor Firm who submits a bid or proposal in response to an IFB or RFP.

Procurement Officer

The Comptroller of DAGS, or the individual within the Department who is delegated by the Comptroller. The Procurement Officer is responsible for making all procurement decisions relating to the IFB or RFP.

Proposal Review Committee, or PRC

The person or group of individuals selected or appointed by the Issuing Officer who will perform the review and evaluation of proposals, and make recommendations to the Issuing Officer regarding the selection of a proposal.

SDM/Structured

The State's Executive Branch standard methodology used in developing **computer applications systems**.

State, or the State

The State of Hawaii.

Technical Point Response

The cross reference listing which is generated by the Offeror on form ICSD A-154, TECHNICAL POINT RESPONSE WORKSHEET. It is submitted with the Proposal as an Attachment. It details the page location(s) in the Proposal, which address the RFP or IFB specification or requirement. It is a point by point cross reference. If the specification is NOT addressed in the Proposal but is covered elsewhere in the submission, the name of the reference manual or document is listed along with the associated page number(s).

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APPENDIX I

ORGANIZATIONAL CHART

The following Organizational chart included in this Appendix is meant for informational purposes only.

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